

# Punctuality Statistics

Economic Regulation Group  
Aviation Data Unit



**Birmingham, Edinburgh, Gatwick, Glasgow, Heathrow, London City, Luton, Manchester, Newcastle, Stansted**

**Full and Summary Analysis**

**March 2004**

**Disclaimer**

The information contained in this report will be compiled from various sources and it will not be possible for the CAA to check and verify whether it is accurate and correct nor does the CAA undertake to do so. Consequently the CAA cannot accept any liability for any financial loss caused by the persons reliance on it.

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## FOREWORD

### 1 CONTENT

- 1.1 *Punctuality Statistics: Heathrow, Gatwick, Manchester, Glasgow, Birmingham, Luton, Stansted, Edinburgh, Newcastle and London City - Full and Summary Analysis* is prepared by the Civil Aviation Authority with the co-operation of the airport operators and Airport Coordination Ltd. Their assistance is gratefully acknowledged.

### 2 ENQUIRIES

- 2.1 **Statistics** Enquiries concerning the information in this publication and distribution enquiries concerning orders and subscriptions should be addressed to:

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- 2.2 Enquiries concerning further analysis of punctuality or other UK civil aviation statistics should be addressed to:

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Please note that we are unable to publish statistics or provide ad hoc data extracts at lower than monthly aggregate level.

2.3 **Website** Our tables are available on the Internet free of charge, address  
[www.caaerg.co.uk](http://www.caaerg.co.uk)

#### 2.4 Coverage

Data has been published as follows: -  
for Heathrow, Gatwick, Manchester, Birmingham, Luton, and Stansted from April 1989  
for Glasgow from July 1993  
for Edinburgh and Newcastle from April 1996  
and London City from April 1997

## INTRODUCTORY NOTES

1. These figures are compiled by the Civil Aviation Authority with the co-operation of airports and Airport Coordination Ltd.
2. The figures cover both arrivals and departures aggregated, except in the case of the Full Analysis with Arrival – Departure Split. In this table, arrivals and departures are stated separately.
3. Actual times of operation are derived from the flight by flight air transport movement returns made by airports to the CAA. The planned times supplied by Airport Coordination Ltd include changes made up to 24 hours before operation.
4. Only obvious mismatches between the two sources have been reconciled.
5. When the two sets of data are matched, if an airline appears to operate a series of flights significantly “off slot”, the Aviation Data Unit will substitute information from published timetables (where such are available) in place of the ACL slot data.
6. Prior to April 1998, Luton planned times of operation were taken from daily flight plans provided by the airport. These were completed before the week in question and, therefore, did not reflect any changes to the plan made at short notice.
7. Because the planned time of operation relates to the arrival/departure at the stand, whilst the actual time of operation relates to wheels on/off the runway, the following taxi time assumptions have been built in following information provided by Airport Coordination Ltd or the airport.

|          |            |            |      |
|----------|------------|------------|------|
| Heathrow | Arrivals   | 10 minutes | (i)  |
|          | Departures | 20 minutes | (i)  |
| Gatwick  | Arrivals   | 10 minutes |      |
|          | Departures | 15 minutes | (ii) |
| Stansted | Arrivals   | 5 minutes  |      |
|          | Departures | 10 minutes |      |

|             |            |            |       |
|-------------|------------|------------|-------|
| Luton       | Arrivals   | 5 minutes  |       |
|             | Departures | 10 minutes |       |
| Manchester  | Arrivals   | 10 minutes | (iv)  |
|             | Departures | 20 minutes | (iv)  |
| Birmingham  | Arrivals   | 0 minutes  | (iii) |
|             | Departures | 0 minutes  | (iii) |
| Glasgow     | Arrivals   | 5 minutes  |       |
|             | Departures | 10 minutes |       |
| Edinburgh   | Arrivals   | 5 minutes  |       |
|             | Departures | 10 minutes | (iv)  |
| Newcastle   | Arrivals   | 5 minutes  |       |
|             | Departures | 10 minutes |       |
| London City | Arrivals   | 3 minutes  | (iv)  |
|             | Departures | 6 minutes  | (iv)  |

- (i) No account is taken of the different taxi-ing times associated with the terminal building used.
  - (ii) Prior to October 2003 Gatwick recorded the departure time from the stand. With effect from October 2003 the runway time is recorded for departures and a taxi time of 15 minutes is assumed.
  - (iii) Birmingham Airport record actual time of operation as arrival/departure at the stand.
  - (iv) After a review of taxi time assumptions, changes have been made to Edinburgh, London City and Manchester. Edinburgh and London City have been implemented wef the January 2001 publication, and Manchester wef February 2001 publication. Data for the same month in previous year has also been re-calculated using the new taxi times for comparison purposes. These should not though be compared with data published for periods prior to 2001.
8. The number of unmatched actual flights represented those air transport movements which actually took place at the airport but for which no corresponding planned flight was found. The reasons for this would normally be:

- (a) the flight was a diversion from another airport;
  - (b) the flight was not recorded with Airport Coordination Ltd or airport (see notes 4 and 5);
  - (c) the flight was a short-haul flight more than one hour before the planned time;
  - (d) the flight was planned to take place in the previous month;
  - (e) the plan or the air transport movement record contained an incorrectly reported item of data causing the flight not to match.
9. The number of unmatched planned flights represents those Airport Coordination Ltd or airport flights planned (see notes 4 and 5) for which a corresponding Air Transport Movement return has not been found. The reasons for these would normally be:
- (a) the flight was diverted to another airport;
  - (b) the flight was cancelled;
  - (c) the planned time was for a short haul flight more than one hour after the flight;
  - (d) the flight took place in the following month;
  - (e) either the plan or the air transport movement record contained an incorrectly reported item of data causing it not to match.
10. With effect from January 2000 data month, early flights are set to zero delay. Prior to this, an early flight will show a negative delay. This will affect the 'average delay' column. Average delays from January 2000 onwards should not be compared to average delays prior to January 2000. Tables for January to December 2000 inclusive do not include columns relating to the corresponding month the previous year for this reason. These tables should also not be compared with previously published tables.
11. Routes – airline combinations are shown where there is more than one matched flight. Any lines omitted for this reason will still be included in total figures however. For this reason, the totals shown may not always exactly match the data in the table.
12. All-cargo services and air taxi services are excluded from the analysis.



13. Positioning, private, corporate, military, local and other non air transport movements are excluded from the analysis.
14. Figures for domestic shuttle services should be treated with caution. Only the main flights are notified to Airport Coordination Ltd. Back-up flights are not and are therefore recorded as unmatched actual flights.
15. Flights are allocated to airlines according to the flight prefix of the service. Therefore, in the case of a sub-charter service, the flight is shown against the airline commercially responsible for the service. In the case of franchise operations, the service is recorded against the operating carrier.
16. The aircraft origin/destination represents the final point on the service. An aircraft serving more than one point on the route is therefore shown once only in these tables.
17. Some apparently domestic routes listed in this publication may be domestic sectors of international services.
18. Flights between any two of the ten airports (eg Heathrow-Manchester) are counted twice.
19. Care should be taken in comparing the average delays during the current year, with the average delays during the previous year. The number of flights may change from one year to the next, and the average may also be calculated on a small number of flights in either year.

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR MARCH 2004

Reporting Airport: BIRMINGHAM (Full Analysis)

| ORIGIN / DESTINATION    | AIRLINE                  | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         |                            | MAR 2003                 |                            |                         |
|-------------------------|--------------------------|-------------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                         |                          |                   | MATCHED           |          | UNMATCHED | Early to<br>15 mins        | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                         |                          |                   | Actual (7)        | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| <b>AUSTRIA</b>          |                          |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| INNSBRUCK               | FIRST CHOICE AIRWAYS LTD | C                 | 8                 | 0        | 0         | 75                         | 13               | 0                | 0                      | 13                     | 0                       | 37                         | 80                       | 8                          | 10                      |
| <b>TOTAL INNSBRUCK</b>  |                          |                   | <b>8</b>          | <b>0</b> | <b>0</b>  | <b>75</b>                  | <b>13</b>        | <b>0</b>         | <b>0</b>               | <b>13</b>              | <b>0</b>                | <b>37</b>                  | <b>80</b>                | <b>8</b>                   | <b>10</b>               |
| <b>SALZBURG</b>         |                          |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
|                         | BRITANNIA AIRWAYS        | C                 | 5                 | 1        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 5                          | 71                       | 25                         | 7                       |
|                         | EUROPEAN AIR CHARTER     | C                 | 4                 | 0        | 0         | 75                         | 25               | 0                | 0                      | 0                      | 0                       | 7                          | 0                        | 0                          | 0                       |
|                         | FLYBE BRITISH EUROPEAN   | S                 | 62                | 0        | 0         | 63                         | 26               | 5                | 3                      | 3                      | 0                       | 21                         | 0                        | 0                          | 0                       |
|                         | THOMAS COOK AIRLINES LTD | C                 | 3                 | 0        | 0         | 67                         | 0                | 0                | 0                      | 33                     | 0                       | 76                         | 100                      | 2                          | 9                       |
| <b>TOTAL SALZBURG</b>   |                          |                   | <b>74</b>         | <b>1</b> | <b>0</b>  | <b>66</b>                  | <b>23</b>        | <b>4</b>         | <b>3</b>               | <b>4</b>               | <b>0</b>                | <b>22</b>                  | <b>90</b>                | <b>9</b>                   | <b>21</b>               |
| VIENNA                  | DUO AIRWAYS LTD          | S                 | 61                | 0        | 1         | 90                         | 3                | 5                | 2                      | 0                      | 0                       | 7                          | 92                       | 4                          | 62                      |
| <b>TOTAL VIENNA</b>     |                          |                   | <b>61</b>         | <b>0</b> | <b>1</b>  | <b>90</b>                  | <b>3</b>         | <b>5</b>         | <b>2</b>               | <b>0</b>               | <b>0</b>                | <b>7</b>                   | <b>92</b>                | <b>4</b>                   | <b>62</b>               |
| <b>TOTAL AUSTRIA</b>    |                          |                   | <b>143</b>        | <b>1</b> | <b>1</b>  | <b>77</b>                  | <b>14</b>        | <b>4</b>         | <b>2</b>               | <b>3</b>               | <b>0</b>                | <b>16</b>                  | <b>90</b>                | <b>6</b>                   | <b>93</b>               |
| <b>BARBADOS</b>         |                          |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| BRIDGETOWN              | BRITANNIA AIRWAYS        | C                 | 2                 | 0        | 0         | 50                         | 0                | 0                | 50                     | 0                      | 0                       | 44                         | 0                        | 23                         | 1                       |
| <b>TOTAL BRIDGETOWN</b> |                          |                   | <b>2</b>          | <b>0</b> | <b>0</b>  | <b>50</b>                  | <b>0</b>         | <b>0</b>         | <b>50</b>              | <b>0</b>               | <b>0</b>                | <b>44</b>                  | <b>0</b>                 | <b>23</b>                  | <b>1</b>                |
| <b>TOTAL BARBADOS</b>   |                          |                   | <b>2</b>          | <b>0</b> | <b>0</b>  | <b>50</b>                  | <b>0</b>         | <b>0</b>         | <b>50</b>              | <b>0</b>               | <b>0</b>                | <b>44</b>                  | <b>0</b>                 | <b>23</b>                  | <b>1</b>                |
| <b>BELGIUM</b>          |                          |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| BRUSSELS                | SN BRUSSELS AIRLINES     | S                 | 255               | 0        | 15        | 92                         | 5                | 3                | 0                      | 0                      | 0                       | 5                          | 94                       | 3                          | 291                     |
| <b>TOTAL BRUSSELS</b>   |                          |                   | <b>255</b>        | <b>0</b> | <b>15</b> | <b>92</b>                  | <b>5</b>         | <b>3</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>5</b>                   | <b>91</b>                | <b>5</b>                   | <b>446</b>              |
| <b>TOTAL BELGIUM</b>    |                          |                   | <b>255</b>        | <b>0</b> | <b>15</b> | <b>92</b>                  | <b>5</b>         | <b>3</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>5</b>                   | <b>91</b>                | <b>5</b>                   | <b>446</b>              |
| <b>BULGARIA</b>         |                          |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| SOFIA                   | EUROPEAN AIR CHARTER     | C                 | 3                 | 0        | 0         | 67                         | 0                | 0                | 33                     | 0                      | 0                       | 39                         | 80                       | 13                         | 5                       |
| <b>TOTAL SOFIA</b>      |                          |                   | <b>3</b>          | <b>0</b> | <b>0</b>  | <b>67</b>                  | <b>0</b>         | <b>0</b>         | <b>33</b>              | <b>0</b>               | <b>0</b>                | <b>39</b>                  | <b>80</b>                | <b>13</b>                  | <b>5</b>                |
| <b>TOTAL BULGARIA</b>   |                          |                   | <b>3</b>          | <b>0</b> | <b>0</b>  | <b>67</b>                  | <b>0</b>         | <b>0</b>         | <b>33</b>              | <b>0</b>               | <b>0</b>                | <b>39</b>                  | <b>80</b>                | <b>13</b>                  | <b>5</b>                |
| <b>CANADA</b>           |                          |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| TORONTO                 | PAKISTAN INTL AIRLINES   | S                 | 23                | 0        | 0         | 43                         | 26               | 9                | 17                     | 4                      | 0                       | 42                         | 88                       | 33                         | 17                      |
| <b>TOTAL TORONTO</b>    |                          |                   | <b>23</b>         | <b>0</b> | <b>0</b>  | <b>43</b>                  | <b>26</b>        | <b>9</b>         | <b>17</b>              | <b>4</b>               | <b>0</b>                | <b>42</b>                  | <b>88</b>                | <b>33</b>                  | <b>17</b>               |
| <b>TOTAL CANADA</b>     |                          |                   | <b>23</b>         | <b>0</b> | <b>0</b>  | <b>43</b>                  | <b>26</b>        | <b>9</b>         | <b>17</b>              | <b>4</b>               | <b>0</b>                | <b>42</b>                  | <b>88</b>                | <b>33</b>                  | <b>17</b>               |
| <b>CYPRUS</b>           |                          |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| LARNACA                 | CYPRUS AIRWAYS           | S                 | 8                 | 0        | 0         | 50                         | 13               | 38               | 0                      | 0                      | 0                       | 19                         | 90                       | 6                          | 10                      |
| <b>TOTAL LARNACA</b>    |                          |                   | <b>8</b>          | <b>0</b> | <b>0</b>  | <b>50</b>                  | <b>13</b>        | <b>38</b>        | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>19</b>                  | <b>81</b>                | <b>8</b>                   | <b>16</b>               |
| PAPHOS                  | BRITANNIA AIRWAYS        | C                 | 10                | 0        | 0         | 70                         | 10               | 20               | 0                      | 0                      | 0                       | 10                         | 100                      | 3                          | 8                       |
|                         | FIRST CHOICE AIRWAYS LTD | S                 | 10                | 0        | 0         | 90                         | 0                | 10               | 0                      | 0                      | 0                       | 7                          | 100                      | 2                          | 7                       |
|                         | HELIOS AIRWAYS LTD       | S                 | 8                 | 0        | 0         | 63                         | 13               | 25               | 0                      | 0                      | 0                       | 17                         | 0                        | 0                          | 0                       |
| <b>TOTAL PAPHOS</b>     |                          |                   | <b>28</b>         | <b>0</b> | <b>0</b>  | <b>75</b>                  | <b>7</b>         | <b>18</b>        | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>11</b>                  | <b>100</b>               | <b>2</b>                   | <b>23</b>               |
| <b>TOTAL CYPRUS</b>     |                          |                   | <b>36</b>         | <b>0</b> | <b>0</b>  | <b>69</b>                  | <b>8</b>         | <b>22</b>        | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>13</b>                  | <b>92</b>                | <b>4</b>                   | <b>39</b>               |
| <b>CZECH REPUBLIC</b>   |                          |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| PRAGUE                  | CSA                      | S                 | 54                | 0        | 0         | 81                         | 11               | 4                | 4                      | 0                      | 0                       | 10                         | 88                       | 7                          | 52                      |
|                         | TRAVEL SERVICE AIRLINES  | C                 | 2                 | 0        | 0         | 0                          | 0                | 0                | 50                     | 50                     | 0                       | 171                        | 0                        | 0                          | 0                       |

## CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR MARCH 2004

Reporting Airport: BIRMINGHAM (Full Analysis)

| ORIGIN / DESTINATION            | AIRLINE                       | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         |                            | MAR 2003                 |                            |                         |
|---------------------------------|-------------------------------|-------------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                                 |                               |                   | MATCHED           |          | UNMATCHED | Early to<br>15 mins        | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                                 |                               |                   | Actual (7)        | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| TOTAL PRAGUE                    |                               |                   | 56                | 1        | 0         | 79                         | 11               | 4                | 5                      | 2                      | 0                       | 16                         | 88                       | 7                          | 52                      |
| TOTAL CZECH REPUBLIC            |                               |                   | 56                | 1        | 0         | 79                         | 11               | 4                | 5                      | 2                      | 0                       | 16                         | 88                       | 7                          | 52                      |
| DENMARK                         |                               |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| COPENHAGEN                      | DUO AIRWAYS LTD               | S                 | 133               | 0        | 7         | 90                         | 6                | 4                | 0                      | 0                      | 0                       | 4                          | 81                       | 11                         | 142                     |
|                                 | SAS                           | S                 | 135               | 0        | 2         | 93                         | 5                | 1                | 1                      | 0                      | 0                       | 5                          | 86                       | 7                          | 114                     |
| TOTAL COPENHAGEN                |                               |                   | 268               | 0        | 9         | 91                         | 6                | 2                | 1                      | 0                      | 0                       | 5                          | 83                       | 9                          | 256                     |
| TOTAL DENMARK                   |                               |                   | 268               | 0        | 9         | 91                         | 6                | 2                | 1                      | 0                      | 0                       | 5                          | 83                       | 9                          | 256                     |
| FINLAND                         |                               |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| HELSINKI                        | CITY AIRLINE                  | S                 | 49                | 0        | 1         | 82                         | 16               | 0                | 2                      | 0                      | 0                       | 8                          | 0                        | 0                          | 0                       |
|                                 | DUO AIRWAYS LTD               | S                 | 54                | 0        | 0         | 91                         | 2                | 7                | 0                      | 0                      | 0                       | 6                          | 0                        | 0                          | 0                       |
| TOTAL HELSINKI                  |                               |                   | 103               | 0        | 1         | 86                         | 9                | 4                | 1                      | 0                      | 0                       | 7                          | 0                        | 0                          | 0                       |
| TOTAL FINLAND                   |                               |                   | 104               | 0        | 1         | 87                         | 9                | 4                | 1                      | 0                      | 0                       | 7                          | 29                       | 58                         | 7                       |
| FRANCE                          |                               |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| CHAMBERY                        | BRITISH AIRWAYS CITIEXPRESS L | C                 | 16                | 0        | 0         | 50                         | 19               | 31               | 0                      | 0                      | 0                       | 19                         | 0                        | 0                          | 0                       |
|                                 | EXCEL AIRWAYS LTD             | C                 | 8                 | 0        | 0         | 88                         | 0                | 0                | 13                     | 0                      | 0                       | 23                         | 75                       | 7                          | 8                       |
| TOTAL CHAMBERY                  |                               |                   | 24                | 0        | 0         | 63                         | 13               | 21               | 4                      | 0                      | 0                       | 20                         | 75                       | 7                          | 8                       |
| GRENOBLE                        | FIRST CHOICE AIRWAYS LTD      | C                 | 8                 | 0        | 0         | 88                         | 13               | 0                | 0                      | 0                      | 0                       | 5                          | 0                        | 0                          | 0                       |
| TOTAL GRENOBLE                  |                               |                   | 8                 | 0        | 0         | 88                         | 13               | 0                | 0                      | 0                      | 0                       | 5                          | 90                       | 7                          | 10                      |
| LYON                            | DUO AIRWAYS LTD               | S                 | 115               | 0        | 1         | 82                         | 3                | 3                | 12                     | 0                      | 0                       | 16                         | 89                       | 7                          | 98                      |
|                                 | THOMAS COOK AIRLINES LTD      | C                 | 8                 | 0        | 0         | 63                         | 25               | 13               | 0                      | 0                      | 0                       | 15                         | 100                      | 0                          | 10                      |
| TOTAL LYON                      |                               |                   | 123               | 0        | 1         | 80                         | 5                | 3                | 11                     | 0                      | 0                       | 16                         | 86                       | 12                         | 130                     |
| NICE                            | DUO AIRWAYS LTD               | S                 | 8                 | 0        | 8         | 75                         | 0                | 13               | 13                     | 0                      | 0                       | 19                         | 87                       | 5                          | 46                      |
| TOTAL NICE                      |                               |                   | 8                 | 0        | 8         | 75                         | 0                | 13               | 13                     | 0                      | 0                       | 19                         | 87                       | 5                          | 46                      |
| PARIS (CHARLES DE GAULLE)       | BRITISH AIRWAYS CITIEXPRESS L | S                 | 230               | 0        | 0         | 84                         | 8                | 4                | 3                      | 0                      | 0                       | 10                         | 0                        | 0                          | 0                       |
|                                 | FLYBE.BRITISH EUROPEAN        | S                 | 339               | 6        | 0         | 76                         | 13               | 9                | 2                      | 0                      | 0                       | 12                         | 81                       | 10                         | 356                     |
| TOTAL PARIS (CHARLES DE GAULLE) |                               |                   | 569               | 6        | 2         | 79                         | 11               | 7                | 3                      | 0                      | 0                       | 11                         | 77                       | 12                         | 633                     |
| PERPIGNAN                       | FLYBE.BRITISH EUROPEAN        | S                 | 7                 | 0        | 1         | 71                         | 14               | 14               | 0                      | 0                      | 0                       | 9                          | 0                        | 0                          | 0                       |
| TOTAL PERPIGNAN                 |                               |                   | 7                 | 0        | 1         | 71                         | 14               | 14               | 0                      | 0                      | 0                       | 9                          | 0                        | 0                          | 0                       |
| TOULOUSE (BLAGNAC)              | BRITISH AIRWAYS CITIEXPRESS L | C                 | 8                 | 0        | 0         | 50                         | 25               | 25               | 0                      | 0                      | 0                       | 16                         | 0                        | 0                          | 0                       |
|                                 | FIRST CHOICE AIRWAYS LTD      | C                 | 7                 | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 2                          | 100                      | 1                          | 9                       |
|                                 | FLYBE.BRITISH EUROPEAN        | S                 | 58                | 1        | 4         | 78                         | 14               | 3                | 3                      | 0                      | 2                       | 39                         | 79                       | 10                         | 52                      |
|                                 | FLYBE.BRITISH EUROPEAN        | C                 | 7                 | 0        | 0         | 71                         | 14               | 14               | 0                      | 0                      | 0                       | 13                         | 63                       | 35                         | 8                       |
| TOTAL TOULOUSE (BLAGNAC)        |                               |                   | 81                | 2        | 4         | 77                         | 14               | 6                | 2                      | 0                      | 1                       | 31                         | 76                       | 12                         | 88                      |
| TOTAL FRANCE                    |                               |                   | 820               | 8        | 16        | 79                         | 10               | 7                | 4                      | 0                      | 0                       | 14                         | 80                       | 11                         | 1016                    |
| GERMANY                         |                               |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| BERLIN (TEGEL)                  | DUO AIRWAYS LTD               | S                 | 92                | 0        | 2         | 84                         | 8                | 7                | 2                      | 0                      | 0                       | 8                          | 83                       | 7                          | 94                      |
| TOTAL BERLIN (TEGEL)            |                               |                   | 92                | 0        | 2         | 84                         | 8                | 7                | 2                      | 0                      | 0                       | 8                          | 83                       | 7                          | 94                      |
| COLOGNE (BONN)                  | DUO AIRWAYS LTD               | S                 | 99                | 0        | 1         | 82                         | 3                | 4                | 11                     | 0                      | 0                       | 13                         | 0                        | 0                          | 0                       |
| TOTAL COLOGNE (BONN)            |                               |                   | 99                | 0        | 1         | 82                         | 3                | 4                | 11                     | 0                      | 0                       | 13                         | 0                        | 0                          | 0                       |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR MARCH 2004

Reporting Airport: BIRMINGHAM (Full Analysis)

| ORIGIN / DESTINATION           | AIRLINE                       | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |            |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         |                            | MAR 2003                 |                            |                         |
|--------------------------------|-------------------------------|-------------------|-------------------|------------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                                |                               |                   | MATCHED           | UNMATCHED  |           | Early to<br>15 mins        | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                                |                               |                   |                   | Actual (7) | Plan (8)  |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| DUSSELDORF                     | BRITISH AIRWAYS CITIEXPRESS L | S                 | 214               | 0          | 0         | 89                         | 7                | 4                | 0                      | 0                      | 0                       | 7                          | 0                        | 0                          | 0                       |
|                                | EUROWINGS LUFTVERKEHRS        | S                 | 114               | 0          | 0         | 73                         | 17               | 8                | 2                      | 1                      | 0                       | 12                         | 93                       | 5                          | 102                     |
|                                | LUFTHANSA CITY LINE           | S                 | 40                | 0          | 0         | 88                         | 5                | 8                | 0                      | 0                      | 0                       | 5                          | 100                      | 2                          | 42                      |
| <b>TOTAL DUSSELDORF</b>        |                               |                   | <b>368</b>        | <b>0</b>   | <b>2</b>  | <b>84</b>                  | <b>10</b>        | <b>5</b>         | <b>1</b>               | <b>0</b>               | <b>0</b>                | <b>9</b>                   | <b>80</b>                | <b>11</b>                  | <b>347</b>              |
| FRANKFURT MAIN                 | BRITISH AIRWAYS CITIEXPRESS L | S                 | 251               | 0          | 0         | 85                         | 7                | 5                | 3                      | 0                      | 0                       | 8                          | 0                        | 0                          | 0                       |
|                                | LUFTHANSA                     | S                 | 186               | 0          | 0         | 77                         | 14               | 7                | 1                      | 1                      | 0                       | 11                         | 88                       | 7                          | 186                     |
| <b>TOTAL FRANKFURT MAIN</b>    |                               |                   | <b>437</b>        | <b>0</b>   | <b>11</b> | <b>82</b>                  | <b>10</b>        | <b>6</b>         | <b>2</b>               | <b>0</b>               | <b>0</b>                | <b>9</b>                   | <b>84</b>                | <b>9</b>                   | <b>432</b>              |
| HAMBURG                        | BRITISH AIRWAYS CITIEXPRESS L | S                 | 96                | 0          | 0         | 82                         | 10               | 4                | 1                      | 2                      | 0                       | 10                         | 0                        | 0                          | 0                       |
| <b>TOTAL HAMBURG</b>           |                               |                   | <b>96</b>         | <b>0</b>   | <b>4</b>  | <b>82</b>                  | <b>10</b>        | <b>4</b>         | <b>1</b>               | <b>2</b>               | <b>0</b>                | <b>10</b>                  | <b>84</b>                | <b>8</b>                   | <b>92</b>               |
| HANOVER                        | BRITISH AIRWAYS CITIEXPRESS L | S                 | 62                | 0          | 0         | 85                         | 6                | 5                | 3                      | 0                      | 0                       | 7                          | 0                        | 0                          | 0                       |
| <b>TOTAL HANOVER</b>           |                               |                   | <b>62</b>         | <b>0</b>   | <b>0</b>  | <b>85</b>                  | <b>6</b>         | <b>5</b>         | <b>3</b>               | <b>0</b>               | <b>0</b>                | <b>7</b>                   | <b>92</b>                | <b>4</b>                   | <b>51</b>               |
| MUNICH                         | EUROWINGS LUFTVERKEHRS        | S                 | 74                | 0          | 0         | 96                         | 4                | 0                | 0                      | 0                      | 0                       | 3                          | 100                      | 0                          | 1                       |
|                                | LUFTHANSA CITY LINE           | S                 | 118               | 0          | 0         | 71                         | 13               | 8                | 7                      | 1                      | 0                       | 17                         | 90                       | 5                          | 241                     |
| <b>TOTAL MUNICH</b>            |                               |                   | <b>192</b>        | <b>0</b>   | <b>0</b>  | <b>81</b>                  | <b>9</b>         | <b>5</b>         | <b>4</b>               | <b>1</b>               | <b>0</b>                | <b>12</b>                  | <b>88</b>                | <b>7</b>                   | <b>346</b>              |
| MUNSTER-OSNABRUCK              | EUROPEAN AIR CHARTER          | C                 | 8                 | 0          | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 4                          | 100                      | 1                          | 7                       |
| <b>TOTAL MUNSTER-OSNABRUCK</b> |                               |                   | <b>8</b>          | <b>0</b>   | <b>0</b>  | <b>100</b>                 | <b>0</b>         | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>4</b>                   | <b>100</b>               | <b>1</b>                   | <b>7</b>                |
| PADERBORN                      | EUROPEAN AIR CHARTER          | C                 | 8                 | 0          | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 2                          | 100                      | 3                          | 10                      |
| <b>TOTAL PADERBORN</b>         |                               |                   | <b>8</b>          | <b>0</b>   | <b>0</b>  | <b>100</b>                 | <b>0</b>         | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>2</b>                   | <b>100</b>               | <b>3</b>                   | <b>10</b>               |
| STUTTGART                      | BRITISH AIRWAYS CITIEXPRESS L | S                 | 150               | 0          | 0         | 78                         | 12               | 6                | 4                      | 0                      | 0                       | 11                         | 0                        | 0                          | 0                       |
|                                | DUO AIRWAYS LTD               | S                 | 98                | 0          | 2         | 86                         | 4                | 6                | 4                      | 0                      | 0                       | 10                         | 91                       | 5                          | 146                     |
| <b>TOTAL STUTTGART</b>         |                               |                   | <b>248</b>        | <b>0</b>   | <b>2</b>  | <b>81</b>                  | <b>9</b>         | <b>6</b>         | <b>4</b>               | <b>0</b>               | <b>0</b>                | <b>10</b>                  | <b>91</b>                | <b>5</b>                   | <b>146</b>              |
| <b>TOTAL GERMANY</b>           |                               |                   | <b>1610</b>       | <b>0</b>   | <b>22</b> | <b>82</b>                  | <b>9</b>         | <b>5</b>         | <b>3</b>               | <b>0</b>               | <b>0</b>                | <b>10</b>                  | <b>85</b>                | <b>8</b>                   | <b>1525</b>             |
| <b>GREECE</b>                  |                               |                   |                   |            |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| ATHENS                         | FISCHER AIR                   | C                 | 2                 | 0          | 0         | 0                          | 0                | 50               | 50                     | 0                      | 0                       | 57                         | 0                        | 0                          | 0                       |
| <b>TOTAL ATHENS</b>            |                               |                   | <b>2</b>          | <b>0</b>   | <b>0</b>  | <b>0</b>                   | <b>0</b>         | <b>50</b>        | <b>50</b>              | <b>0</b>               | <b>0</b>                | <b>57</b>                  | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| <b>TOTAL GREECE</b>            |                               |                   | <b>2</b>          | <b>0</b>   | <b>0</b>  | <b>0</b>                   | <b>0</b>         | <b>50</b>        | <b>50</b>              | <b>0</b>               | <b>0</b>                | <b>57</b>                  | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| <b>IRISH REPUBLIC</b>          |                               |                   |                   |            |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| CONNAUGHT                      | MY TRAVEL AIRWAYS UK          | S                 | 58                | 0          | 4         | 74                         | 12               | 10               | 3                      | 0                      | 0                       | 13                         | 100                      | 2                          | 4                       |
| <b>TOTAL CONNAUGHT</b>         |                               |                   | <b>58</b>         | <b>0</b>   | <b>4</b>  | <b>74</b>                  | <b>12</b>        | <b>10</b>        | <b>3</b>               | <b>0</b>               | <b>0</b>                | <b>13</b>                  | <b>100</b>               | <b>2</b>                   | <b>4</b>                |
| CORK                           | AER ARRAN                     | S                 | 105               | 0          | 5         | 85                         | 10               | 4                | 2                      | 0                      | 0                       | 7                          | 83                       | 15                         | 103                     |
|                                | FLYBE.BRITISH EUROPEAN        | S                 | 50                | 0          | 4         | 80                         | 10               | 2                | 8                      | 0                      | 0                       | 14                         | 83                       | 17                         | 36                      |
| <b>TOTAL CORK</b>              |                               |                   | <b>155</b>        | <b>0</b>   | <b>9</b>  | <b>83</b>                  | <b>10</b>        | <b>3</b>         | <b>4</b>               | <b>0</b>               | <b>0</b>                | <b>9</b>                   | <b>83</b>                | <b>16</b>                  | <b>139</b>              |
| DUBLIN                         | AER LINGUS                    | S                 | 223               | 0          | 3         | 86                         | 9                | 4                | 1                      | 0                      | 0                       | 6                          | 62                       | 26                         | 306                     |
|                                | AER LINGUS                    | C                 | 2                 | 0          | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 4                          | 0                        | 0                          | 0                       |
|                                | EUJET                         | C                 | 2                 | 0          | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 12                         | 0                        | 0                          | 0                       |
|                                | MONARCH AIRLINES              | C                 | 2                 | 0          | 0         | 0                          | 50               | 50               | 0                      | 0                      | 0                       | 32                         | 25                       | 25                         | 4                       |
|                                | MY TRAVEL AIRWAYS UK          | S                 | 105               | 0          | 11        | 73                         | 19               | 5                | 3                      | 0                      | 0                       | 12                         | 0                        | 0                          | 0                       |
| <b>TOTAL DUBLIN</b>            |                               |                   | <b>306</b>        | <b>1</b>   | <b>4</b>  | <b>91</b>                  | <b>5</b>         | <b>2</b>         | <b>2</b>               | <b>1</b>               | <b>0</b>                | <b>9</b>                   | <b>83</b>                | <b>12</b>                  | <b>192</b>              |
| <b>TOTAL DUBLIN</b>            |                               |                   | <b>640</b>        | <b>1</b>   | <b>18</b> | <b>86</b>                  | <b>9</b>         | <b>3</b>         | <b>2</b>               | <b>0</b>               | <b>0</b>                | <b>8</b>                   | <b>70</b>                | <b>20</b>                  | <b>506</b>              |
| SHANNON                        | FLYBE.BRITISH EUROPEAN        | C                 | 3                 | 0          | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 5                          | 0                        | 0                          | 0                       |
|                                | FLYBE.BRITISH EUROPEAN        | S                 | 62                | 0          | 3         | 71                         | 13               | 8                | 8                      | 0                      | 0                       | 19                         | 76                       | 11                         | 59                      |

## CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR MARCH 2004

Reporting Airport: BIRMINGHAM (Full Analysis)

| ORIGIN / DESTINATION    | AIRLINE                       | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         |                            | MAR 2003                 |                            |                         |
|-------------------------|-------------------------------|-------------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                         |                               |                   | MATCHED           |          | UNMATCHED | Early to<br>15 mins        | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                         |                               |                   | Actual (7)        | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| TOTAL SHANNON           |                               |                   | 65                | 0        | 3         | 72                         | 12               | 8                | 8                      | 0                      | 0                       | 18                         | 76                       | 11                         | 59                      |
| TOTAL IRISH REPUBLIC    |                               |                   | 918               | 1        | 34        | 84                         | 9                | 4                | 3                      | 0                      | 0                       | 10                         | 73                       | 19                         | 708                     |
| ITALY                   |                               |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| BERGAMO                 | BRITISH AIRWAYS CITIEXPRESS L | C                 | 7                 | 0        | 0         | 86                         | 14               | 0                | 0                      | 0                      | 0                       | 6                          | 0                        | 0                          | 0                       |
| TOTAL BERGAMO           |                               |                   | 7                 | 0        | 0         | 86                         | 14               | 0                | 0                      | 0                      | 0                       | 6                          | 80                       | 8                          | 10                      |
| MILAN (MALPENSA)        | BRITISH AIRWAYS CITIEXPRESS L | S                 | 158               | 0        | 0         | 83                         | 10               | 3                | 3                      | 1                      | 0                       | 10                         | 0                        | 0                          | 0                       |
| TOTAL MILAN (MALPENSA)  |                               |                   | 158               | 0        | 0         | 83                         | 10               | 3                | 3                      | 1                      | 0                       | 10                         | 86                       | 9                          | 155                     |
| ROME (FIUMICINO)        | AIR ONE                       | C                 | 2                 | 0        | 0         | 0                          | 50               | 0                | 50                     | 0                      | 0                       | 62                         | 0                        | 0                          | 0                       |
|                         | BRITISH AIRWAYS CITIEXPRESS L | S                 | 54                | 0        | 0         | 69                         | 9                | 11               | 11                     | 0                      | 0                       | 18                         | 0                        | 0                          | 0                       |
| TOTAL ROME (FIUMICINO)  |                               |                   | 56                | 0        | 0         | 66                         | 11               | 11               | 13                     | 0                      | 0                       | 20                         | 32                       | 41                         | 50                      |
| TURIN                   | BRITANNIA AIRWAYS             | C                 | 8                 | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 2                          | 75                       | 8                          | 8                       |
|                         | BRITISH AIRWAYS CITIEXPRESS L | C                 | 15                | 0        | 0         | 60                         | 27               | 7                | 7                      | 0                      | 0                       | 17                         | 0                        | 0                          | 0                       |
|                         | FLYBE.BRITISH EUROPEAN        | C                 | 7                 | 0        | 0         | 57                         | 14               | 0                | 0                      | 29                     | 0                       | 103                        | 100                      | 0                          | 9                       |
| TOTAL TURIN             |                               |                   | 30                | 0        | 0         | 70                         | 17               | 3                | 3                      | 7                      | 0                       | 33                         | 85                       | 6                          | 62                      |
| TOTAL ITALY             |                               |                   | 251               | 0        | 0         | 78                         | 11               | 5                | 5                      | 1                      | 0                       | 15                         | 76                       | 15                         | 299                     |
| MALTA                   |                               |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| MALTA                   | AIR MALTA                     | S                 | 18                | 0        | 0         | 72                         | 17               | 11               | 0                      | 0                      | 0                       | 10                         | 94                       | 3                          | 18                      |
|                         | BRITANNIA AIRWAYS             | C                 | 10                | 0        | 0         | 90                         | 10               | 0                | 0                      | 0                      | 0                       | 4                          | 75                       | 8                          | 8                       |
|                         | THOMAS COOK AIRLINES LTD      | C                 | 10                | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 2                          | 100                      | 0                          | 8                       |
| TOTAL MALTA             |                               |                   | 38                | 0        | 0         | 84                         | 11               | 5                | 0                      | 0                      | 0                       | 6                          | 91                       | 4                          | 34                      |
| TOTAL MALTA             |                               |                   | 38                | 0        | 0         | 84                         | 11               | 5                | 0                      | 0                      | 0                       | 6                          | 91                       | 4                          | 34                      |
| NETHERLANDS             |                               |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| AMSTERDAM               | KLM CITYHOPPER                | S                 | 345               | 3        | 0         | 79                         | 10               | 6                | 5                      | 0                      | 0                       | 12                         | 81                       | 14                         | 396                     |
|                         | TRANSAVIA                     | C                 | 2                 | 0        | 0         | 50                         | 0                | 0                | 50                     | 0                      | 0                       | 35                         | 0                        | 0                          | 0                       |
| TOTAL AMSTERDAM         |                               |                   | 347               | 3        | 0         | 78                         | 10               | 6                | 5                      | 0                      | 0                       | 12                         | 81                       | 14                         | 606                     |
| ROTTERDAM               | KLM CITYHOPPER                | C                 | 2                 | 0        | 0         | 50                         | 50               | 0                | 0                      | 0                      | 0                       | 10                         | 0                        | 0                          | 0                       |
| TOTAL ROTTERDAM         |                               |                   | 2                 | 0        | 0         | 50                         | 50               | 0                | 0                      | 0                      | 0                       | 10                         | 0                        | 0                          | 0                       |
| TOTAL NETHERLANDS       |                               |                   | 349               | 3        | 0         | 78                         | 11               | 6                | 5                      | 0                      | 0                       | 12                         | 81                       | 14                         | 606                     |
| NORWAY                  |                               |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| OSLO (GARDERMOEN)       | DUO AIRWAYS LTD               | S                 | 40                | 0        | 4         | 93                         | 0                | 5                | 3                      | 0                      | 0                       | 6                          | 0                        | 0                          | 0                       |
| TOTAL OSLO (GARDERMOEN) |                               |                   | 40                | 0        | 4         | 93                         | 0                | 5                | 3                      | 0                      | 0                       | 6                          | 0                        | 0                          | 0                       |
| TOTAL NORWAY            |                               |                   | 40                | 0        | 4         | 93                         | 0                | 5                | 3                      | 0                      | 0                       | 6                          | 0                        | 0                          | 0                       |
| PAKISTAN                |                               |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| ISLAMABAD               | PAKISTAN INTL AIRLINES        | S                 | 30                | 0        | 2         | 77                         | 10               | 13               | 0                      | 0                      | 0                       | 11                         | 78                       | 8                          | 32                      |
| TOTAL ISLAMABAD         |                               |                   | 30                | 0        | 2         | 77                         | 10               | 13               | 0                      | 0                      | 0                       | 11                         | 78                       | 8                          | 32                      |
| KARACHI                 | PAKISTAN INTL AIRLINES        | S                 | 39                | 0        | 0         | 62                         | 13               | 3                | 15                     | 3                      | 5                       | 64                         | 82                       | 34                         | 17                      |
| TOTAL KARACHI           |                               |                   | 39                | 0        | 0         | 62                         | 13               | 3                | 15                     | 3                      | 5                       | 64                         | 82                       | 34                         | 17                      |
| TOTAL PAKISTAN          |                               |                   | 69                | 0        | 2         | 68                         | 12               | 7                | 9                      | 1                      | 3                       | 41                         | 80                       | 17                         | 49                      |

## CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR MARCH 2004

Reporting Airport: BIRMINGHAM (Full Analysis)

| ORIGIN / DESTINATION                     | AIRLINE                       | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |            |                     | PERCENTAGE OF FLIGHTS LATE |                  |                        |                        |                         |                            |                          | MAR 2003                   |                         |            |
|--|-------------------------------|-------------------|-------------------|------------|---------------------|----------------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|------------|
|  |                               |                   | UNMATCHED         |            | Early to<br>15 mins | 16 to<br>30 mins           | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |            |
|  |                               |                   | MATCHED           | Actual (7) |                     |                            |                  |                        |                        |                         |                            |                          |                            |                         | Plan (8)   |
| <b>PORTUGAL(EXCLUDING MADEIRA)</b>       |                               |                   |                   |            |                     |                            |                  |                        |                        |                         |                            |                          |                            |                         |            |
| FARO                                     | BRITANNIA AIRWAYS             | C                 | 8                 | 0          | 0                   | 13                         | 38               | 0                      | 38                     | 0                       | 13                         | 125                      | 88                         | 2                       | 8          |
|  | FIRST CHOICE AIRWAYS LTD      | C                 | 10                | 0          | 0                   | 70                         | 0                | 10                     | 20                     | 0                       | 0                          | 32                       | 100                        | 2                       | 8          |
|  | FLYJET LTD                    | C                 | 2                 | 0          | 0                   | 0                          | 50               | 0                      | 0                      | 0                       | 50                         | 223                      | 0                          | 0                       | 0          |
|  | MY TRAVEL AIRWAYS UK          | S                 | 47                | 0          | 1                   | 79                         | 15               | 6                      | 0                      | 0                       | 0                          | 10                       | 0                          | 0                       | 0          |
| <b>TOTAL FARO</b>                        |                               |                   | <b>67</b>         | <b>0</b>   | <b>1</b>            | <b>67</b>                  | <b>16</b>        | <b>6</b>               | <b>7</b>               | <b>0</b>                | <b>3</b>                   | <b>33</b>                | <b>89</b>                  | <b>4</b>                | <b>44</b>  |
| <b>TOTAL PORTUGAL(EXCLUDING MADEIRA)</b> |                               |                   | <b>67</b>         | <b>0</b>   | <b>1</b>            | <b>67</b>                  | <b>16</b>        | <b>6</b>               | <b>7</b>               | <b>0</b>                | <b>3</b>                   | <b>33</b>                | <b>89</b>                  | <b>4</b>                | <b>44</b>  |
| <b>PORTUGAL(MADEIRA)</b>                 |                               |                   |                   |            |                     |                            |                  |                        |                        |                         |                            |                          |                            |                         |            |
| FUNCHAL                                  | FIRST CHOICE AIRWAYS LTD      | C                 | 10                | 0          | 0                   | 90                         | 10               | 0                      | 0                      | 0                       | 0                          | 2                        | 100                        | 1                       | 10         |
| <b>TOTAL FUNCHAL</b>                     |                               |                   | <b>11</b>         | <b>0</b>   | <b>0</b>            | <b>82</b>                  | <b>18</b>        | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>0</b>                   | <b>4</b>                 | <b>100</b>                 | <b>1</b>                | <b>10</b>  |
| <b>TOTAL PORTUGAL(MADEIRA)</b>           |                               |                   | <b>11</b>         | <b>0</b>   | <b>0</b>            | <b>82</b>                  | <b>18</b>        | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>0</b>                   | <b>4</b>                 | <b>100</b>                 | <b>1</b>                | <b>10</b>  |
| <b>SLOVAK REPUBLIC</b>                   |                               |                   |                   |            |                     |                            |                  |                        |                        |                         |                            |                          |                            |                         |            |
| BRATISLAVA                               | AIR SLOVAKIA BWJ              | S                 | 21                | 0          | 5                   | 48                         | 5                | 29                     | 19                     | 0                       | 0                          | 36                       | 0                          | 0                       | 0          |
|  | SLOVAK AL(SLOVENSKE AEROLIN   | C                 | 15                | 3          | 0                   | 40                         | 20               | 7                      | 27                     | 7                       | 0                          | 58                       | 0                          | 0                       | 0          |
| <b>TOTAL BRATISLAVA</b>                  |                               |                   | <b>36</b>         | <b>3</b>   | <b>5</b>            | <b>44</b>                  | <b>11</b>        | <b>19</b>              | <b>22</b>              | <b>3</b>                | <b>0</b>                   | <b>45</b>                | <b>0</b>                   | <b>0</b>                | <b>0</b>   |
| <b>TOTAL SLOVAK REPUBLIC</b>             |                               |                   | <b>36</b>         | <b>3</b>   | <b>5</b>            | <b>44</b>                  | <b>11</b>        | <b>19</b>              | <b>22</b>              | <b>3</b>                | <b>0</b>                   | <b>45</b>                | <b>0</b>                   | <b>0</b>                | <b>0</b>   |
| <b>SPAIN</b>                             |                               |                   |                   |            |                     |                            |                  |                        |                        |                         |                            |                          |                            |                         |            |
| ALICANTE                                 | BRITANNIA AIRWAYS             | C                 | 26                | 0          | 0                   | 73                         | 8                | 0                      | 19                     | 0                       | 0                          | 24                       | 88                         | 16                      | 26         |
|  | FIRST CHOICE AIRWAYS LTD      | C                 | 9                 | 0          | 0                   | 67                         | 33               | 0                      | 0                      | 0                       | 0                          | 10                       | 100                        | 0                       | 10         |
|  | MY TRAVEL AIRWAYS UK          | S                 | 63                | 0          | 1                   | 79                         | 10               | 3                      | 5                      | 0                       | 3                          | 25                       | 94                         | 6                       | 62         |
| <b>TOTAL ALICANTE</b>                    |                               |                   | <b>98</b>         | <b>0</b>   | <b>1</b>            | <b>77</b>                  | <b>11</b>        | <b>2</b>               | <b>8</b>               | <b>0</b>                | <b>2</b>                   | <b>23</b>                | <b>94</b>                  | <b>7</b>                | <b>116</b> |
| ALMERIA                                  | MY TRAVEL AIRWAYS UK          | S                 | 41                | 2          | 2                   | 63                         | 24               | 12                     | 0                      | 0                       | 0                          | 15                       | 0                          | 0                       | 0          |
|  | MY TRAVEL AIRWAYS UK          | C                 | 8                 | 0          | 0                   | 63                         | 13               | 13                     | 13                     | 0                       | 0                          | 23                       | 100                        | 3                       | 8          |
| <b>TOTAL ALMERIA</b>                     |                               |                   | <b>49</b>         | <b>2</b>   | <b>2</b>            | <b>63</b>                  | <b>22</b>        | <b>12</b>              | <b>2</b>               | <b>0</b>                | <b>0</b>                   | <b>16</b>                | <b>100</b>                 | <b>3</b>                | <b>8</b>   |
| BARCELONA                                | BRITANNIA AIRWAYS             | C                 | 2                 | 0          | 0                   | 50                         | 0                | 50                     | 0                      | 0                       | 0                          | 22                       | 0                          | 0                       | 0          |
|  | BRITISH AIRWAYS CITIEXPRESS L | S                 | 54                | 0          | 0                   | 74                         | 6                | 6                      | 15                     | 0                       | 0                          | 19                       | 0                          | 0                       | 0          |
|  | MY TRAVEL AIRWAYS UK          | S                 | 51                | 0          | 3                   | 75                         | 10               | 8                      | 6                      | 2                       | 0                          | 19                       | 100                        | 0                       | 4          |
| <b>TOTAL BARCELONA</b>                   |                               |                   | <b>107</b>        | <b>0</b>   | <b>3</b>            | <b>74</b>                  | <b>7</b>         | <b>7</b>               | <b>10</b>              | <b>1</b>                | <b>0</b>                   | <b>19</b>                | <b>67</b>                  | <b>16</b>               | <b>43</b>  |
| GERONA                                   | RYANAIR                       | S                 | 61                | 0          | 1                   | 85                         | 5                | 2                      | 3                      | 3                       | 2                          | 22                       | 0                          | 0                       | 0          |
| <b>TOTAL GERONA</b>                      |                               |                   | <b>61</b>         | <b>0</b>   | <b>1</b>            | <b>85</b>                  | <b>5</b>         | <b>2</b>               | <b>3</b>               | <b>3</b>                | <b>2</b>                   | <b>22</b>                | <b>0</b>                   | <b>0</b>                | <b>0</b>   |
| JEREZ                                    | EXCEL AIRWAYS LTD             | C                 | 3                 | 0          | 0                   | 67                         | 33               | 0                      | 0                      | 0                       | 0                          | 6                        | 0                          | 0                       | 0          |
|  | TRANSVIA                      | C                 | 2                 | 1          | 0                   | 0                          | 0                | 50                     | 0                      | 50                      | 0                          | 137                      | 0                          | 0                       | 0          |
| <b>TOTAL JEREZ</b>                       |                               |                   | <b>6</b>          | <b>2</b>   | <b>0</b>            | <b>50</b>                  | <b>17</b>        | <b>17</b>              | <b>0</b>               | <b>17</b>               | <b>0</b>                   | <b>49</b>                | <b>0</b>                   | <b>0</b>                | <b>0</b>   |
| MADRID                                   | BRITISH AIRWAYS CITIEXPRESS L | S                 | 62                | 0          | 0                   | 85                         | 8                | 3                      | 3                      | 0                       | 0                          | 8                        | 0                          | 0                       | 0          |
| <b>TOTAL MADRID</b>                      |                               |                   | <b>62</b>         | <b>0</b>   | <b>0</b>            | <b>85</b>                  | <b>8</b>         | <b>3</b>               | <b>3</b>               | <b>0</b>                | <b>0</b>                   | <b>8</b>                 | <b>51</b>                  | <b>25</b>               | <b>61</b>  |
| MALAGA                                   | BRITANNIA AIRWAYS             | C                 | 16                | 0          | 0                   | 100                        | 0                | 0                      | 0                      | 0                       | 0                          | 2                        | 94                         | 3                       | 18         |
|  | FIRST CHOICE AIRWAYS LTD      | C                 | 8                 | 0          | 0                   | 100                        | 0                | 0                      | 0                      | 0                       | 0                          | 0                        | 90                         | 3                       | 10         |
|  | MY TRAVEL AIRWAYS UK          | S                 | 62                | 0          | 0                   | 68                         | 16               | 6                      | 6                      | 0                       | 3                          | 32                       | 68                         | 26                      | 62         |
| <b>TOTAL MALAGA</b>                      |                               |                   | <b>86</b>         | <b>0</b>   | <b>0</b>            | <b>77</b>                  | <b>12</b>        | <b>5</b>               | <b>5</b>               | <b>0</b>                | <b>2</b>                   | <b>24</b>                | <b>78</b>                  | <b>16</b>               | <b>113</b> |
| MURCIA SAN JAVIER                        | MY TRAVEL AIRWAYS UK          | S                 | 56                | 4          | 0                   | 82                         | 4                | 9                      | 5                      | 0                       | 0                          | 11                       | 75                         | 11                      | 4          |

## CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR MARCH 2004

Reporting Airport: BIRMINGHAM (Full Analysis)

| ORIGIN / DESTINATION                     | AIRLINE                   | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         |                            | MAR 2003                 |                            |                         |
|--|---------------------------|-------------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|  |                           |                   | MATCHED           |          | UNMATCHED | Early to<br>15 mins        | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|  |                           |                   | Actual (7)        | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| MURCIA SAN JAVIER                        | RYANAIR                   | S                 | 62                | 0        | 0         | 85                         | 10               | 3                | 2                      | 0                      | 0                       | 6                          | 0                        | 0                          | 0                       |
| <b>TOTAL MURCIA SAN JAVIER</b>           |                           |                   | <b>118</b>        | <b>4</b> | <b>0</b>  | <b>84</b>                  | <b>7</b>         | <b>6</b>         | <b>3</b>               | <b>0</b>               | <b>0</b>                | <b>8</b>                   | <b>75</b>                | <b>11</b>                  | <b>4</b>                |
| PALMA DE MALLORCA                        | BRITANNIA AIRWAYS         | C                 | 18                | 0        | 0         | 78                         | 6                | 0                | 17                     | 0                      | 0                       | 23                         | 83                       | 7                          | 18                      |
|  | MY TRAVEL AIRWAYS UK      | S                 | 45                | 0        | 1         | 76                         | 7                | 9                | 4                      | 4                      | 0                       | 29                         | 0                        | 0                          | 0                       |
| <b>TOTAL PALMA DE MALLORCA</b>           |                           |                   | <b>63</b>         | <b>0</b> | <b>1</b>  | <b>76</b>                  | <b>6</b>         | <b>6</b>         | <b>8</b>               | <b>3</b>               | <b>0</b>                | <b>27</b>                  | <b>81</b>                | <b>7</b>                   | <b>26</b>               |
| VALENCIA                                 | FLYJET LTD                | C                 | 4                 | 0        | 0         | 75                         | 25               | 0                | 0                      | 0                      | 0                       | 5                          | 0                        | 0                          | 0                       |
| <b>TOTAL VALENCIA</b>                    |                           |                   | <b>4</b>          | <b>0</b> | <b>0</b>  | <b>75</b>                  | <b>25</b>        | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>5</b>                   | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| <b>TOTAL SPAIN</b>                       |                           |                   | <b>654</b>        | <b>8</b> | <b>8</b>  | <b>78</b>                  | <b>9</b>         | <b>5</b>         | <b>6</b>               | <b>1</b>               | <b>1</b>                | <b>18</b>                  | <b>78</b>                | <b>14</b>                  | <b>372</b>              |
| <b>SPAIN(CANARY ISLANDS)</b>             |                           |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| ARRECIFE                                 | BRITANNIA AIRWAYS         | C                 | 16                | 0        | 0         | 94                         | 6                | 0                | 0                      | 0                      | 0                       | 6                          | 100                      | 2                          | 10                      |
|  | FIRST CHOICE AIRWAYS LTD  | C                 | 8                 | 1        | 0         | 63                         | 25               | 13               | 0                      | 0                      | 0                       | 12                         | 100                      | 4                          | 8                       |
|  | MONARCH AIRLINES          | C                 | 8                 | 0        | 0         | 88                         | 13               | 0                | 0                      | 0                      | 0                       | 5                          | 100                      | 3                          | 8                       |
|  | MY TRAVEL AIRWAYS UK      | C                 | 10                | 0        | 0         | 50                         | 50               | 0                | 0                      | 0                      | 0                       | 13                         | 72                       | 17                         | 18                      |
|  | THOMAS COOK AIRLINES LTD  | C                 | 8                 | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 1                          | 88                       | 18                         | 8                       |
| <b>TOTAL ARRECIFE</b>                    |                           |                   | <b>50</b>         | <b>1</b> | <b>0</b>  | <b>80</b>                  | <b>18</b>        | <b>2</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>8</b>                   | <b>88</b>                | <b>10</b>                  | <b>52</b>               |
| FUERTEVENTURA                            | BRITANNIA AIRWAYS         | C                 | 9                 | 0        | 0         | 89                         | 0                | 0                | 0                      | 0                      | 11                      | 138                        | 100                      | 0                          | 8                       |
|  | MY TRAVEL AIRWAYS UK      | C                 | 10                | 0        | 0         | 80                         | 0                | 0                | 20                     | 0                      | 0                       | 17                         | 88                       | 7                          | 8                       |
|  | THOMAS COOK AIRLINES LTD  | C                 | 18                | 0        | 0         | 94                         | 0                | 6                | 0                      | 0                      | 0                       | 3                          | 100                      | 0                          | 18                      |
| <b>TOTAL FUERTEVENTURA</b>               |                           |                   | <b>37</b>         | <b>0</b> | <b>0</b>  | <b>89</b>                  | <b>0</b>         | <b>3</b>         | <b>5</b>               | <b>0</b>               | <b>3</b>                | <b>40</b>                  | <b>97</b>                | <b>2</b>                   | <b>34</b>               |
| LAS PALMAS                               | BRITANNIA AIRWAYS         | C                 | 18                | 0        | 0         | 78                         | 17               | 6                | 0                      | 0                      | 0                       | 8                          | 100                      | 1                          | 18                      |
|  | FIRST CHOICE AIRWAYS LTD  | C                 | 10                | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 0                          | 100                      | 0                          | 9                       |
|  | MY TRAVEL AIRWAYS UK      | C                 | 7                 | 0        | 0         | 43                         | 14               | 0                | 29                     | 0                      | 14                      | 218                        | 89                       | 13                         | 9                       |
|  | THOMAS COOK AIRLINES LTD  | C                 | 10                | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 2                          | 100                      | 0                          | 10                      |
| <b>TOTAL LAS PALMAS</b>                  |                           |                   | <b>45</b>         | <b>0</b> | <b>0</b>  | <b>82</b>                  | <b>9</b>         | <b>2</b>         | <b>4</b>               | <b>0</b>               | <b>2</b>                | <b>38</b>                  | <b>98</b>                | <b>3</b>                   | <b>46</b>               |
| TENERIFE (NORTE LOS RODEOS)              | BRITANNIA AIRWAYS         | C                 | 7                 | 0        | 0         | 86                         | 0                | 0                | 14                     | 0                      | 0                       | 12                         | 0                        | 0                          | 0                       |
| <b>TOTAL TENERIFE (NORTE LOS RODEOS)</b> |                           |                   | <b>7</b>          | <b>0</b> | <b>0</b>  | <b>86</b>                  | <b>0</b>         | <b>0</b>         | <b>14</b>              | <b>0</b>               | <b>0</b>                | <b>12</b>                  | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| TENERIFE (SURREINA SOFIA)                | AIR MALTA                 | C                 | 7                 | 0        | 0         | 57                         | 14               | 29               | 0                      | 0                      | 0                       | 17                         | 0                        | 0                          | 0                       |
|  | BRITANNIA AIRWAYS         | C                 | 27                | 0        | 0         | 89                         | 4                | 4                | 4                      | 0                      | 0                       | 8                          | 74                       | 12                         | 35                      |
|  | FIRST CHOICE AIRWAYS LTD  | C                 | 20                | 0        | 0         | 90                         | 0                | 5                | 5                      | 0                      | 0                       | 6                          | 88                       | 6                          | 25                      |
|  | MONARCH AIRLINES          | C                 | 26                | 0        | 0         | 65                         | 15               | 15               | 4                      | 0                      | 0                       | 18                         | 84                       | 5                          | 25                      |
|  | MY TRAVEL AIRWAYS UK      | S                 | 31                | 3        | 2         | 65                         | 13               | 16               | 3                      | 3                      | 0                       | 23                         | 0                        | 0                          | 0                       |
|  | MY TRAVEL AIRWAYS UK      | C                 | 18                | 0        | 0         | 89                         | 0                | 6                | 6                      | 0                      | 0                       | 8                          | 88                       | 5                          | 17                      |
|  | THOMAS COOK AIRLINES LTD  | C                 | 16                | 0        | 0         | 88                         | 13               | 0                | 0                      | 0                      | 0                       | 3                          | 100                      | 1                          | 17                      |
| <b>TOTAL TENERIFE (SURREINA SOFIA)</b>   |                           |                   | <b>145</b>        | <b>3</b> | <b>2</b>  | <b>78</b>                  | <b>8</b>         | <b>10</b>        | <b>3</b>               | <b>1</b>               | <b>0</b>                | <b>13</b>                  | <b>81</b>                | <b>8</b>                   | <b>128</b>              |
| <b>TOTAL SPAIN(CANARY ISLANDS)</b>       |                           |                   | <b>284</b>        | <b>4</b> | <b>2</b>  | <b>81</b>                  | <b>9</b>         | <b>6</b>         | <b>4</b>               | <b>0</b>               | <b>1</b>                | <b>19</b>                  | <b>88</b>                | <b>7</b>                   | <b>260</b>              |
| <b>SWEDEN</b>                            |                           |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| GOTEBORG                                 | CITY AIRLINE              | S                 | 53                | 0        | 1         | 83                         | 13               | 2                | 2                      | 0                      | 0                       | 9                          | 0                        | 0                          | 0                       |
|  | HOLLANDEXEL               | C                 | 2                 | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 0                          | 0                        | 0                          | 0                       |
| <b>TOTAL GOTEBORG</b>                    |                           |                   | <b>56</b>         | <b>0</b> | <b>1</b>  | <b>84</b>                  | <b>13</b>        | <b>2</b>         | <b>2</b>               | <b>0</b>               | <b>0</b>                | <b>8</b>                   | <b>93</b>                | <b>6</b>                   | <b>94</b>               |
| STOCKHOLM (ARLANDA)                      | CHANNEL EXPRESS (AIR SVS) | C                 | 6                 | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 3                          | 0                        | 0                          | 0                       |
|  | DUO AIRWAYS LTD           | S                 | 100               | 0        | 0         | 93                         | 4                | 1                | 0                      | 2                      | 0                       | 7                          | 91                       | 4                          | 93                      |
|  | SKYWAYS EXPRESS           | C                 | 14                | 0        | 0         | 71                         | 7                | 21               | 0                      | 0                      | 0                       | 12                         | 0                        | 0                          | 0                       |

## CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR MARCH 2004

Reporting Airport: BIRMINGHAM (Full Analysis)

| ORIGIN / DESTINATION        | AIRLINE                       | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |            |          | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         |                            | MAR 2003                 |                            |                         |
|-----------------------------|-------------------------------|-------------------|-------------------|------------|----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                             |                               |                   | MATCHED           | UNMATCHED  |          | Early to<br>15 mins        | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                             |                               |                   |                   | Actual (7) | Plan (8) |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| TOTAL STOCKHOLM (ARLANDA)   |                               |                   | 120               | 0          | 0        | 91                         | 4                | 3                | 0                      | 2                      | 0                       | 7                          | 91                       | 4                          | 93                      |
| TOTAL SWEDEN                |                               |                   | 176               | 0          | 1        | 89                         | 7                | 3                | 1                      | 1                      | 0                       | 8                          | 92                       | 5                          | 187                     |
| SWITZERLAND                 |                               |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| BASLE MULHOUSE              | SWISS AIRLINES                | S                 | 100               | 0          | 0        | 94                         | 3                | 2                | 1                      | 0                      | 0                       | 4                          | 88                       | 6                          | 102                     |
| TOTAL BASLE MULHOUSE        |                               |                   | 100               | 0          | 0        | 94                         | 3                | 2                | 1                      | 0                      | 0                       | 4                          | 88                       | 6                          | 102                     |
| GENEVA                      | BRITANNIA AIRWAYS             | C                 | 8                 | 0          | 0        | 75                         | 0                | 25               | 0                      | 0                      | 0                       | 16                         | 75                       | 11                         | 8                       |
|                             | DUO AIRWAYS LTD               | S                 | 116               | 0          | 0        | 66                         | 15               | 9                | 9                      | 2                      | 0                       | 23                         | 83                       | 9                          | 82                      |
|                             | MONARCH AIRLINES              | C                 | 8                 | 0          | 0        | 50                         | 25               | 13               | 13                     | 0                      | 0                       | 21                         | 50                       | 25                         | 10                      |
| TOTAL GENEVA                |                               |                   | 132               | 0          | 0        | 65                         | 14               | 11               | 8                      | 2                      | 0                       | 22                         | 78                       | 12                         | 190                     |
| ZURICH                      | SWISS AIRLINES                | S                 | 174               | 0          | 2        | 77                         | 14               | 6                | 2                      | 1                      | 0                       | 11                         | 73                       | 14                         | 166                     |
| TOTAL ZURICH                |                               |                   | 174               | 0          | 2        | 77                         | 14               | 6                | 2                      | 1                      | 0                       | 11                         | 73                       | 14                         | 166                     |
| TOTAL SWITZERLAND           |                               |                   | 406               | 0          | 2        | 77                         | 12               | 6                | 4                      | 1                      | 0                       | 13                         | 79                       | 11                         | 464                     |
| TUNISIA                     |                               |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| MONASTIR                    | BRITANNIA AIRWAYS             | C                 | 10                | 0          | 0        | 80                         | 10               | 10               | 0                      | 0                      | 0                       | 8                          | 75                       | 12                         | 8                       |
|                             | MY TRAVEL AIRWAYS UK          | C                 | 8                 | 0          | 0        | 75                         | 25               | 0                | 0                      | 0                      | 0                       | 8                          | 100                      | 2                          | 10                      |
|                             | THOMAS COOK AIRLINES LTD      | C                 | 9                 | 0          | 0        | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 1                          | 0                        | 0                          | 0                       |
| TOTAL MONASTIR              |                               |                   | 27                | 0          | 0        | 85                         | 11               | 4                | 0                      | 0                      | 0                       | 5                          | 89                       | 6                          | 18                      |
| TOTAL TUNISIA               |                               |                   | 27                | 0          | 0        | 85                         | 11               | 4                | 0                      | 0                      | 0                       | 5                          | 89                       | 6                          | 18                      |
| TURKEY                      |                               |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| ANTALYA                     | THOMAS COOK AIRLINES LTD      | C                 | 5                 | 0          | 0        | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 0                          | 78                       | 6                          | 9                       |
| TOTAL ANTALYA               |                               |                   | 5                 | 0          | 0        | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 0                          | 78                       | 6                          | 9                       |
| TOTAL TURKEY                |                               |                   | 5                 | 0          | 0        | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 0                          | 78                       | 6                          | 9                       |
| TURKMENISTAN                |                               |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| ASHKHABAD                   | TURKMENISTAN AIRLINES         | S                 | 52                | 0          | 0        | 42                         | 15               | 19               | 19                     | 4                      | 0                       | 42                         | 79                       | 9                          | 34                      |
| TOTAL ASHKHABAD             |                               |                   | 52                | 0          | 0        | 42                         | 15               | 19               | 19                     | 4                      | 0                       | 42                         | 79                       | 9                          | 34                      |
| TOTAL TURKMENISTAN          |                               |                   | 52                | 0          | 0        | 42                         | 15               | 19               | 19                     | 4                      | 0                       | 42                         | 79                       | 9                          | 34                      |
| UNITED ARAB EMIRATES        |                               |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| DUBAI                       | EMIRATES                      | S                 | 63                | 0          | 1        | 59                         | 10               | 11               | 8                      | 10                     | 3                       | 54                         | 81                       | 7                          | 62                      |
| TOTAL DUBAI                 |                               |                   | 63                | 0          | 1        | 59                         | 10               | 11               | 8                      | 10                     | 3                       | 54                         | 81                       | 7                          | 62                      |
| TOTAL UNITED ARAB EMIRATES  |                               |                   | 63                | 0          | 1        | 59                         | 10               | 11               | 8                      | 10                     | 3                       | 54                         | 81                       | 7                          | 62                      |
| UNITED KINGDOM              |                               |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| ABERDEEN                    | BRITISH AIRWAYS CITIEXPRESS L | S                 | 160               | 0          | 0        | 93                         | 3                | 1                | 4                      | 0                      | 0                       | 6                          | 83                       | 11                         | 146                     |
| TOTAL ABERDEEN              |                               |                   | 160               | 1          | 0        | 93                         | 3                | 1                | 4                      | 0                      | 0                       | 6                          | 83                       | 11                         | 146                     |
| BELFAST CITY                | FLYBE.BRITISH EUROPEAN        | S                 | 331               | 1          | 4        | 80                         | 9                | 5                | 4                      | 2                      | 0                       | 13                         | 87                       | 11                         | 259                     |
| TOTAL BELFAST CITY          |                               |                   | 331               | 1          | 4        | 80                         | 9                | 5                | 4                      | 2                      | 0                       | 13                         | 87                       | 11                         | 259                     |
| BELFAST INTERNATIONAL       | MY TRAVEL AIRWAYS UK          | S                 | 94                | 2          | 4        | 90                         | 1                | 3                | 5                      | 0                      | 0                       | 12                         | 88                       | 7                          | 124                     |
| TOTAL BELFAST INTERNATIONAL |                               |                   | 94                | 2          | 4        | 90                         | 1                | 3                | 5                      | 0                      | 0                       | 12                         | 85                       | 8                          | 340                     |



CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR MARCH 2004

Reporting Airport: BIRMINGHAM (Full Analysis)

| ORIGIN / DESTINATION           | AIRLINE                       | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |            |                     | PERCENTAGE OF FLIGHTS LATE |                  |                        |                        |                         |                            |                          | MAR 2003                   |                         |          |
|--------------------------------|-------------------------------|-------------------|-------------------|------------|---------------------|----------------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|----------|
|                                |                               |                   | UNMATCHED         |            | Early to<br>15 mins | 16 to<br>30 mins           | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |          |
|                                |                               |                   | MATCHED           | Actual (7) |                     |                            |                  |                        |                        |                         |                            |                          |                            |                         | Plan (8) |
| EDINBURGH                      | BRITISH AIRWAYS CITIEXPRESS L | S                 | 334               | 0          | 0                   | 86                         | 7                | 4                      | 3                      | 0                       | 0                          | 7                        | 69                         | 17                      | 343      |
|                                | DUO AIRWAYS LTD               | S                 | 9                 | 0          | 7                   | 67                         | 11               | 11                     | 11                     | 0                       | 0                          | 21                       | 0                          | 0                       | 0        |
|                                | FLYBE.BRITISH EUROPEAN        | S                 | 290               | 0          | 2                   | 74                         | 16               | 6                      | 3                      | 1                       | 0                          | 13                       | 79                         | 12                      | 263      |
| <b>TOTAL EDINBURGH</b>         |                               |                   | <b>633</b>        | <b>0</b>   | <b>9</b>            | <b>80</b>                  | <b>12</b>        | <b>5</b>               | <b>3</b>               | <b>0</b>                | <b>0</b>                   | <b>10</b>                | <b>74</b>                  | <b>15</b>               | 606      |
| GLASGOW                        | BRITISH AIRWAYS CITIEXPRESS L | S                 | 333               | 0          | 0                   | 87                         | 6                | 5                      | 2                      | 0                       | 0                          | 7                        | 80                         | 12                      | 341      |
|                                | FLYBE.BRITISH EUROPEAN        | S                 | 318               | 0          | 0                   | 74                         | 14               | 9                      | 2                      | 1                       | 0                          | 13                       | 84                         | 9                       | 270      |
| <b>TOTAL GLASGOW</b>           |                               |                   | <b>651</b>        | <b>0</b>   | <b>0</b>            | <b>80</b>                  | <b>10</b>        | <b>7</b>               | <b>2</b>               | <b>0</b>                | <b>0</b>                   | <b>10</b>                | <b>82</b>                  | <b>11</b>               | 611      |
| GUERNSEY                       | FLYBE.BRITISH EUROPEAN        | S                 | 55                | 0          | 0                   | 73                         | 9                | 7                      | 9                      | 2                       | 0                          | 19                       | 77                         | 16                      | 56       |
| <b>TOTAL GUERNSEY</b>          |                               |                   | <b>55</b>         | <b>0</b>   | <b>0</b>            | <b>73</b>                  | <b>9</b>         | <b>7</b>               | <b>9</b>               | <b>2</b>                | <b>0</b>                   | <b>19</b>                | <b>77</b>                  | <b>16</b>               | 56       |
| INVERNESS                      | EASTERN AIRWAYS               | S                 | 90                | 0          | 2                   | 96                         | 2                | 1                      | 1                      | 0                       | 0                          | 5                        | 0                          | 0                       | 0        |
| <b>TOTAL INVERNESS</b>         |                               |                   | <b>90</b>         | <b>0</b>   | <b>2</b>            | <b>96</b>                  | <b>2</b>         | <b>1</b>               | <b>1</b>               | <b>0</b>                | <b>0</b>                   | <b>5</b>                 | <b>0</b>                   | <b>0</b>                | 0        |
| ISLE OF MAN                    | EASTERN AIRWAYS               | S                 | 135               | 1          | 11                  | 90                         | 3                | 1                      | 3                      | 2                       | 1                          | 19                       | 0                          | 0                       | 0        |
|                                | FLYBE.BRITISH EUROPEAN        | S                 | 52                | 0          | 2                   | 83                         | 4                | 10                     | 4                      | 0                       | 0                          | 10                       | 100                        | 2                       | 4        |
| <b>TOTAL ISLE OF MAN</b>       |                               |                   | <b>187</b>        | <b>1</b>   | <b>13</b>           | <b>88</b>                  | <b>3</b>         | <b>4</b>               | <b>3</b>               | <b>2</b>                | <b>1</b>                   | <b>16</b>                | <b>97</b>                  | <b>2</b>                | 192      |
| JERSEY                         | FLYBE.BRITISH EUROPEAN        | S                 | 56                | 0          | 1                   | 75                         | 11               | 4                      | 11                     | 0                       | 0                          | 16                       | 62                         | 28                      | 77       |
| <b>TOTAL JERSEY</b>            |                               |                   | <b>56</b>         | <b>0</b>   | <b>1</b>            | <b>75</b>                  | <b>11</b>        | <b>4</b>               | <b>11</b>              | <b>0</b>                | <b>0</b>                   | <b>16</b>                | <b>62</b>                  | <b>28</b>               | 77       |
| NEWCASTLE                      | EASTERN AIRWAYS               | S                 | 175               | 0          | 9                   | 93                         | 5                | 1                      | 2                      | 0                       | 0                          | 4                        | 100                        | 1                       | 8        |
| <b>TOTAL NEWCASTLE</b>         |                               |                   | <b>175</b>        | <b>0</b>   | <b>9</b>            | <b>93</b>                  | <b>5</b>         | <b>1</b>               | <b>2</b>               | <b>0</b>                | <b>0</b>                   | <b>4</b>                 | <b>81</b>                  | <b>12</b>               | 165      |
| <b>TOTAL UNITED KINGDOM</b>    |                               |                   | <b>2433</b>       | <b>9</b>   | <b>42</b>           | <b>83</b>                  | <b>8</b>         | <b>5</b>               | <b>3</b>               | <b>1</b>                | <b>0</b>                   | <b>11</b>                | <b>81</b>                  | <b>12</b>               | 2452     |
| <b>USA</b>                     |                               |                   |                   |            |                     |                            |                  |                        |                        |                         |                            |                          |                            |                         |          |
| CHICAGO (O'HARE)               | PAKISTAN INTL AIRLINES        | S                 | 16                | 0          | 0                   | 44                         | 25               | 0                      | 19                     | 0                       | 13                         | 115                      | 0                          | 0                       | 0        |
| <b>TOTAL CHICAGO (O'HARE)</b>  |                               |                   | <b>16</b>         | <b>0</b>   | <b>0</b>            | <b>44</b>                  | <b>25</b>        | <b>0</b>               | <b>19</b>              | <b>0</b>                | <b>13</b>                  | <b>115</b>               | <b>0</b>                   | <b>0</b>                | 0        |
| NEW YORK (NEWARK)              | CONTINENTAL AIRLINES          | S                 | 61                | 0          | 1                   | 85                         | 5                | 7                      | 2                      | 2                       | 0                          | 13                       | 94                         | 3                       | 62       |
| <b>TOTAL NEW YORK (NEWARK)</b> |                               |                   | <b>61</b>         | <b>0</b>   | <b>1</b>            | <b>85</b>                  | <b>5</b>         | <b>7</b>               | <b>2</b>               | <b>2</b>                | <b>0</b>                   | <b>13</b>                | <b>94</b>                  | <b>3</b>                | 62       |
| <b>TOTAL USA</b>               |                               |                   | <b>78</b>         | <b>0</b>   | <b>1</b>            | <b>76</b>                  | <b>9</b>         | <b>5</b>               | <b>6</b>               | <b>1</b>                | <b>3</b>                   | <b>35</b>                | <b>92</b>                  | <b>4</b>                | 65       |
| <b>UZBEKISTAN</b>              |                               |                   |                   |            |                     |                            |                  |                        |                        |                         |                            |                          |                            |                         |          |
| TASHKENT                       | UZBEKISTAN AIRLINES           | S                 | 26                | 0          | 0                   | 31                         | 19               | 19                     | 23                     | 8                       | 0                          | 56                       | 58                         | 17                      | 26       |
| <b>TOTAL TASHKENT</b>          |                               |                   | <b>26</b>         | <b>0</b>   | <b>0</b>            | <b>31</b>                  | <b>19</b>        | <b>19</b>              | <b>23</b>              | <b>8</b>                | <b>0</b>                   | <b>56</b>                | <b>58</b>                  | <b>17</b>               | 26       |
| <b>TOTAL UZBEKISTAN</b>        |                               |                   | <b>26</b>         | <b>0</b>   | <b>0</b>            | <b>31</b>                  | <b>19</b>        | <b>19</b>              | <b>23</b>              | <b>8</b>                | <b>0</b>                   | <b>56</b>                | <b>58</b>                  | <b>17</b>               | 26       |
| <b>TOTAL BIRMINGHAM</b>        |                               |                   | <b>9306</b>       | <b>41</b>  | <b>167</b>          | <b>81</b>                  | <b>9</b>         | <b>5</b>               | <b>4</b>               | <b>1</b>                | <b>0</b>                   | <b>13</b>                | <b>82</b>                  | <b>11</b>               | 9156     |

## CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR MARCH 2004

Reporting Airport: EDINBURGH (Full Analysis)

| ORIGIN / DESTINATION                   | AIRLINE                       | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         |                            | MAR 2003                 |                            |                         |
|--|-------------------------------|-------------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|  |                               |                   | MATCHED           |          | UNMATCHED | Early to<br>15 mins        | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|  |                               |                   | Actual (7)        | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| <b>AUSTRIA</b>                         |                               |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| INNSBRUCK                              | FIRST CHOICE AIRWAYS LTD      | C                 | 8                 | 0        | 0         | 88                         | 13               | 0                | 0                      | 0                      | 0                       | 4                          | 0                        | 0                          | 0                       |
| <b>TOTAL INNSBRUCK</b>                 |                               |                   | <b>8</b>          | <b>0</b> | <b>0</b>  | <b>88</b>                  | <b>13</b>        | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>4</b>                   | <b>80</b>                | <b>17</b>                  | <b>10</b>               |
| <b>TOTAL AUSTRIA</b>                   |                               |                   | <b>8</b>          | <b>0</b> | <b>0</b>  | <b>88</b>                  | <b>13</b>        | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>4</b>                   | <b>80</b>                | <b>17</b>                  | <b>10</b>               |
| <b>BELGIUM</b>                         |                               |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| BRUSSELS                               | BMI REGIONAL                  | S                 | 153               | 0        | 0         | 92                         | 5                | 3                | 0                      | 0                      | 0                       | 4                          | 86                       | 7                          | 155                     |
|  | SN BRUSSELS AIRLINES          | C                 | 4                 | 0        | 0         | 75                         | 0                | 25               | 0                      | 0                      | 0                       | 11                         | 0                        | 0                          | 0                       |
| <b>TOTAL BRUSSELS</b>                  |                               |                   | <b>157</b>        | <b>0</b> | <b>0</b>  | <b>92</b>                  | <b>5</b>         | <b>3</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>4</b>                   | <b>86</b>                | <b>7</b>                   | <b>155</b>              |
| <b>TOTAL BELGIUM</b>                   |                               |                   | <b>157</b>        | <b>0</b> | <b>0</b>  | <b>92</b>                  | <b>5</b>         | <b>3</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>4</b>                   | <b>86</b>                | <b>7</b>                   | <b>155</b>              |
| <b>CZECH REPUBLIC</b>                  |                               |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| PRAGUE                                 | CSA                           | C                 | 2                 | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 1                          | 0                        | 0                          | 0                       |
|  | CSA                           | S                 | 52                | 0        | 0         | 71                         | 25               | 2                | 2                      | 0                      | 0                       | 10                         | 0                        | 0                          | 0                       |
| <b>TOTAL PRAGUE</b>                    |                               |                   | <b>54</b>         | <b>0</b> | <b>0</b>  | <b>72</b>                  | <b>24</b>        | <b>2</b>         | <b>2</b>               | <b>0</b>               | <b>0</b>                | <b>10</b>                  | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| <b>TOTAL CZECH REPUBLIC</b>            |                               |                   | <b>54</b>         | <b>0</b> | <b>0</b>  | <b>72</b>                  | <b>24</b>        | <b>2</b>         | <b>2</b>               | <b>0</b>               | <b>0</b>                | <b>10</b>                  | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| <b>DENMARK</b>                         |                               |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| COPENHAGEN                             | BMI BRITISH MIDLAND           | S                 | 108               | 0        | 0         | 92                         | 5                | 0                | 4                      | 0                      | 0                       | 8                          | 91                       | 5                          | 104                     |
| <b>TOTAL COPENHAGEN</b>                |                               |                   | <b>108</b>        | <b>0</b> | <b>0</b>  | <b>92</b>                  | <b>5</b>         | <b>0</b>         | <b>4</b>               | <b>0</b>               | <b>0</b>                | <b>8</b>                   | <b>91</b>                | <b>5</b>                   | <b>104</b>              |
| <b>TOTAL DENMARK</b>                   |                               |                   | <b>108</b>        | <b>0</b> | <b>0</b>  | <b>92</b>                  | <b>5</b>         | <b>0</b>         | <b>4</b>               | <b>0</b>               | <b>0</b>                | <b>8</b>                   | <b>89</b>                | <b>7</b>                   | <b>111</b>              |
| <b>FRANCE</b>                          |                               |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| BORDEAUX                               | EXCEL AIRWAYS LTD             | C                 | 2                 | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 11                         | 0                        | 0                          | 0                       |
| <b>TOTAL BORDEAUX</b>                  |                               |                   | <b>4</b>          | <b>0</b> | <b>0</b>  | <b>50</b>                  | <b>50</b>        | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>16</b>                  | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| CHAMBERY                               | FLYBE.BRITISH EUROPEAN        | C                 | 8                 | 0        | 0         | 75                         | 13               | 0                | 13                     | 0                      | 0                       | 14                         | 94                       | 5                          | 16                      |
| <b>TOTAL CHAMBERY</b>                  |                               |                   | <b>8</b>          | <b>0</b> | <b>0</b>  | <b>75</b>                  | <b>13</b>        | <b>0</b>         | <b>13</b>              | <b>0</b>               | <b>0</b>                | <b>14</b>                  | <b>94</b>                | <b>5</b>                   | <b>16</b>               |
| LYON                                   | EUROPE AIRPOST                | C                 | 2                 | 0        | 0         | 0                          | 100              | 0                | 0                      | 0                      | 0                       | 22                         | 0                        | 0                          | 0                       |
|  | TITAN AIRWAYS LTD             | C                 | 2                 | 0        | 0         | 0                          | 0                | 50               | 50                     | 0                      | 0                       | 49                         | 0                        | 0                          | 0                       |
| <b>TOTAL LYON</b>                      |                               |                   | <b>6</b>          | <b>0</b> | <b>0</b>  | <b>17</b>                  | <b>33</b>        | <b>17</b>        | <b>17</b>              | <b>17</b>              | <b>0</b>                | <b>81</b>                  | <b>50</b>                | <b>15</b>                  | <b>16</b>               |
| MONTPELLIER                            | MY TRAVEL AIRWAYS UK          | C                 | 2                 | 0        | 0         | 0                          | 50               | 50               | 0                      | 0                      | 0                       | 33                         | 0                        | 0                          | 0                       |
| <b>TOTAL MONTPELLIER</b>               |                               |                   | <b>2</b>          | <b>0</b> | <b>0</b>  | <b>0</b>                   | <b>50</b>        | <b>50</b>        | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>33</b>                  | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| PARIS (CHARLES DE GAULLE)              | AIGLE AZUR                    | C                 | 5                 | 0        | 0         | 0                          | 40               | 20               | 40                     | 0                      | 0                       | 79                         | 0                        | 0                          | 0                       |
|  | AIR MEDITERRANEE              | C                 | 4                 | 0        | 0         | 0                          | 25               | 25               | 50                     | 0                      | 0                       | 56                         | 0                        | 0                          | 0                       |
|  | BLUE LINE                     | C                 | 2                 | 0        | 0         | 50                         | 50               | 0                | 0                      | 0                      | 0                       | 15                         | 0                        | 0                          | 0                       |
|  | BRITISH AIRWAYS CITIEXPRESS L | S                 | 170               | 0        | 0         | 74                         | 19               | 8                | 0                      | 0                      | 0                       | 10                         | 84                       | 8                          | 166                     |
|  | CHANNEL EXPRESS (AIR SVS)     | C                 | 2                 | 0        | 0         | 50                         | 50               | 0                | 0                      | 0                      | 0                       | 17                         | 0                        | 0                          | 0                       |
|  | CITY JET                      | S                 | 126               | 0        | 0         | 87                         | 10               | 2                | 2                      | 0                      | 0                       | 7                          | 87                       | 9                          | 123                     |
|  | EAGLE AVIATION (FRANCE)       | C                 | 2                 | 0        | 0         | 0                          | 0                | 50               | 50                     | 0                      | 0                       | 61                         | 0                        | 0                          | 0                       |
|  | TITAN AIRWAYS LTD             | C                 | 2                 | 0        | 0         | 0                          | 50               | 0                | 50                     | 0                      | 0                       | 63                         | 0                        | 0                          | 0                       |
| <b>TOTAL PARIS (CHARLES DE GAULLE)</b> |                               |                   | <b>313</b>        | <b>0</b> | <b>0</b>  | <b>76</b>                  | <b>16</b>        | <b>6</b>         | <b>3</b>               | <b>0</b>               | <b>0</b>                | <b>11</b>                  | <b>85</b>                | <b>8</b>                   | <b>289</b>              |
| PARIS (ORLY)                           | AIR FRANCE                    | C                 | 2                 | 0        | 0         | 0                          | 50               | 50               | 0                      | 0                      | 0                       | 30                         | 0                        | 0                          | 0                       |
|  | AIRLINAIR                     | C                 | 2                 | 0        | 0         | 0                          | 50               | 50               | 0                      | 0                      | 0                       | 37                         | 0                        | 0                          | 0                       |

## CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR MARCH 2004

Reporting Airport: EDINBURGH (Full Analysis)

| ORIGIN / DESTINATION               | AIRLINE                       | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         |                            | MAR 2003                 |                            |                         |
|------------------------------------|-------------------------------|-------------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                                    |                               |                   | MATCHED           |          | UNMATCHED | Early to<br>15 mins        | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                                    |                               |                   | Actual (7)        | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| TOTAL PARIS (ORLY)                 |                               |                   | 4                 | 0        | 0         | 0                          | 50               | 50               | 0                      | 0                      | 0                       | 33                         | 0                        | 0                          | 0                       |
| TARBES-LOURDES INTERNATIONAL       | EUROPE AIRPOST                | C                 | 4                 | 0        | 0         | 50                         | 25               | 25               | 0                      | 0                      | 0                       | 19                         | 0                        | 0                          | 0                       |
| TOTAL TARBES-LOURDES INTERNATIONAL |                               |                   | 4                 | 0        | 0         | 50                         | 25               | 25               | 0                      | 0                      | 0                       | 19                         | 0                        | 0                          | 0                       |
| TOULOUSE (BLAGNAC)                 | AIR ATLANTA ICELANDIC         | C                 | 2                 | 0        | 0         | 0                          | 50               | 0                | 50                     | 0                      | 0                       | 61                         | 0                        | 0                          | 0                       |
| TOTAL TOULOUSE (BLAGNAC)           |                               |                   | 4                 | 0        | 0         | 25                         | 25               | 0                | 25                     | 0                      | 25                      | 126                        | 0                        | 0                          | 0                       |
| TOTAL FRANCE                       |                               |                   | 345               | 2        | 0         | 72                         | 17               | 7                | 3                      | 0                      | 0                       | 14                         | 84                       | 8                          | 321                     |
| GERMANY                            |                               |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| COLOGNE (BONN)                     | EUROWINGS LUFTVERKEHRS        | S                 | 6                 | 0        | 0         | 33                         | 0                | 67               | 0                      | 0                      | 0                       | 30                         | 0                        | 0                          | 0                       |
| TOTAL COLOGNE (BONN)               |                               |                   | 6                 | 0        | 0         | 33                         | 0                | 67               | 0                      | 0                      | 0                       | 30                         | 100                      | 0                          | 4                       |
| DUSSELDORF                         | BRITISH AIRWAYS CITIEXPRESS L | S                 | 24                | 0        | 0         | 83                         | 13               | 4                | 0                      | 0                      | 0                       | 5                          | 80                       | 11                         | 30                      |
| TOTAL DUSSELDORF                   |                               |                   | 24                | 0        | 0         | 83                         | 13               | 4                | 0                      | 0                      | 0                       | 5                          | 80                       | 11                         | 30                      |
| FRANKFURT MAIN                     | LUFTHANSA CITY LINE           | S                 | 185               | 0        | 0         | 66                         | 18               | 11               | 3                      | 1                      | 0                       | 17                         | 0                        | 0                          | 0                       |
| TOTAL FRANKFURT MAIN               |                               |                   | 186               | 1        | 1         | 66                         | 19               | 11               | 3                      | 1                      | 0                       | 17                         | 68                       | 13                         | 216                     |
| MUNICH                             | DUO AIRWAYS LTD               | S                 | 6                 | 0        | 0         | 67                         | 33               | 0                | 0                      | 0                      | 0                       | 10                         | 0                        | 0                          | 0                       |
| TOTAL MUNICH                       |                               |                   | 6                 | 0        | 0         | 67                         | 33               | 0                | 0                      | 0                      | 0                       | 10                         | 82                       | 10                         | 22                      |
| TOTAL GERMANY                      |                               |                   | 222               | 1        | 1         | 67                         | 18               | 12               | 3                      | 0                      | 0                       | 16                         | 71                       | 12                         | 272                     |
| GREECE                             |                               |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| TOTAL ATHENS                       |                               |                   | 2                 | 0        | 0         | 50                         | 0                | 0                | 50                     | 0                      | 0                       | 58                         | 0                        | 0                          | 0                       |
| TOTAL GREECE                       |                               |                   | 2                 | 0        | 0         | 50                         | 0                | 0                | 50                     | 0                      | 0                       | 58                         | 0                        | 0                          | 0                       |
| IRISH REPUBLIC                     |                               |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| CORK                               | AER ARRAN                     | S                 | 42                | 2        | 0         | 48                         | 21               | 19               | 12                     | 0                      | 0                       | 25                         | 84                       | 12                         | 44                      |
| TOTAL CORK                         |                               |                   | 42                | 2        | 0         | 48                         | 21               | 19               | 12                     | 0                      | 0                       | 25                         | 84                       | 12                         | 44                      |
| DUBLIN                             | AER LINGUS                    | S                 | 80                | 1        | 1         | 85                         | 6                | 4                | 5                      | 0                      | 0                       | 11                         | 59                       | 35                         | 163                     |
|                                    | CHANNEL EXPRESS (AIR SVS)     | C                 | 4                 | 0        | 0         | 75                         | 25               | 0                | 0                      | 0                      | 0                       | 8                          | 0                        | 0                          | 0                       |
|                                    | FIRST CHOICE AIRWAYS LTD      | C                 | 2                 | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 9                          | 0                        | 0                          | 0                       |
|                                    | RYANAIR                       | S                 | 229               | 8        | 3         | 93                         | 5                | 2                | 0                      | 0                      | 0                       | 4                          | 90                       | 7                          | 217                     |
| TOTAL DUBLIN                       |                               |                   | 315               | 9        | 4         | 91                         | 5                | 3                | 1                      | 0                      | 0                       | 6                          | 77                       | 19                         | 380                     |
| GALWAY                             | AER ARRAN                     | S                 | 44                | 0        | 0         | 91                         | 2                | 2                | 5                      | 0                      | 0                       | 5                          | 0                        | 0                          | 0                       |
| TOTAL GALWAY                       |                               |                   | 44                | 0        | 0         | 91                         | 2                | 2                | 5                      | 0                      | 0                       | 5                          | 0                        | 0                          | 0                       |
| TOTAL IRISH REPUBLIC               |                               |                   | 401               | 11       | 4         | 86                         | 7                | 4                | 3                      | 0                      | 0                       | 8                          | 78                       | 18                         | 424                     |
| ITALY                              |                               |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| MILAN (MALPENSA)                   | BRITISH AIRWAYS CITIEXPRESS L | S                 | 23                | 0        | 0         | 87                         | 0                | 9                | 4                      | 0                      | 0                       | 8                          | 0                        | 0                          | 0                       |
|                                    | DUO AIRWAYS LTD               | S                 | 54                | 0        | 0         | 80                         | 9                | 0                | 11                     | 0                      | 0                       | 15                         | 0                        | 0                          | 0                       |
| TOTAL MILAN (MALPENSA)             |                               |                   | 77                | 0        | 0         | 82                         | 6                | 3                | 9                      | 0                      | 0                       | 13                         | 0                        | 0                          | 0                       |
| ROME (CIAMPINO)                    | BRITANNIA AIRWAYS             | C                 | 4                 | 0        | 0         | 25                         | 50               | 25               | 0                      | 0                      | 0                       | 19                         | 0                        | 0                          | 0                       |
|                                    | FIRST CHOICE AIRWAYS LTD      | C                 | 4                 | 0        | 0         | 50                         | 25               | 25               | 0                      | 0                      | 0                       | 21                         | 0                        | 0                          | 0                       |
| TOTAL ROME (CIAMPINO)              |                               |                   | 8                 | 0        | 0         | 38                         | 38               | 25               | 0                      | 0                      | 0                       | 20                         | 50                       | 33                         | 6                       |
| ROME (FIUMICINO)                   | BRITISH AIRWAYS CITIEXPRESS L | S                 | 20                | 0        | 0         | 85                         | 5                | 10               | 0                      | 0                      | 0                       | 12                         | 45                       | 30                         | 38                      |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR MARCH 2004

Reporting Airport: EDINBURGH (Full Analysis)

| ORIGIN / DESTINATION              | AIRLINE                       | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |            |          | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         |                            | MAR 2003                 |                            |                         |
|-----------------------------------|-------------------------------|-------------------|-------------------|------------|----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                                   |                               |                   | MATCHED           | UNMATCHED  |          | Early to<br>15 mins        | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                                   |                               |                   |                   | Actual (7) | Plan (8) |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| TOTAL ROME (FIUMICINO)            |                               |                   | 20                | 0          | 0        | 85                         | 5                | 10               | 0                      | 0                      | 0                       | 12                         | 45                       | 30                         | 38                      |
| TOTAL ITALY                       |                               |                   | 105               | 1          | 0        | 79                         | 9                | 6                | 7                      | 0                      | 0                       | 13                         | 48                       | 29                         | 48                      |
| <b>NETHERLANDS</b>                |                               |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| AMSTERDAM                         | EASYJET AIRLINE COMPANY LTD   | S                 | 123               | 1          | 0        | 72                         | 11               | 8                | 7                      | 1                      | 1                       | 19                         | 79                       | 15                         | 124                     |
|                                   | KLM CITYHOPPER                | S                 | 292               | 0          | 0        | 73                         | 9                | 9                | 9                      | 0                      | 0                       | 16                         | 76                       | 19                         | 318                     |
| TOTAL AMSTERDAM                   |                               |                   | 415               | 1          | 0        | 73                         | 10               | 8                | 8                      | 0                      | 0                       | 17                         | 77                       | 18                         | 442                     |
| TOTAL NETHERLANDS                 |                               |                   | 415               | 1          | 0        | 73                         | 10               | 8                | 8                      | 0                      | 0                       | 17                         | 77                       | 18                         | 442                     |
| <b>NORWAY</b>                     |                               |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| OSLO (GARDERMOEN)                 | DUO AIRWAYS LTD               | S                 | 54                | 0          | 1        | 72                         | 9                | 13               | 6                      | 0                      | 0                       | 14                         | 0                        | 0                          | 0                       |
| TOTAL OSLO (GARDERMOEN)           |                               |                   | 54                | 0          | 1        | 72                         | 9                | 13               | 6                      | 0                      | 0                       | 14                         | 0                        | 0                          | 0                       |
| TOTAL NORWAY                      |                               |                   | 54                | 0          | 1        | 72                         | 9                | 13               | 6                      | 0                      | 0                       | 14                         | 0                        | 0                          | 0                       |
| <b>SPAIN</b>                      |                               |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| ALICANTE                          | BMI BRITISH MIDLAND           | C                 | 8                 | 0          | 0        | 63                         | 13               | 13               | 13                     | 0                      | 0                       | 18                         | 0                        | 0                          | 0                       |
|                                   | BRITANNIA AIRWAYS             | C                 | 8                 | 0          | 0        | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 2                          | 100                      | 1                          | 8                       |
|                                   | GREECE AIRWAYS                | S                 | 22                | 5          | 3        | 68                         | 14               | 5                | 14                     | 0                      | 0                       | 20                         | 0                        | 0                          | 0                       |
| TOTAL ALICANTE                    |                               |                   | 38                | 5          | 3        | 74                         | 11               | 5                | 11                     | 0                      | 0                       | 16                         | 100                      | 1                          | 18                      |
| TOTAL JEREZ                       |                               |                   | 2                 | 0          | 0        | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 6                          | 0                        | 0                          | 0                       |
| MADRID                            | BRITISH AIRWAYS CITIEXPRESS L | S                 | 47                | 0          | 0        | 91                         | 6                | 0                | 2                      | 0                      | 0                       | 5                          | 96                       | 8                          | 23                      |
| TOTAL MADRID                      |                               |                   | 47                | 0          | 0        | 91                         | 6                | 0                | 2                      | 0                      | 0                       | 5                          | 96                       | 8                          | 23                      |
| MALAGA                            | BMI BRITISH MIDLAND           | C                 | 8                 | 0          | 0        | 88                         | 13               | 0                | 0                      | 0                      | 0                       | 10                         | 0                        | 0                          | 0                       |
|                                   | CHANNEL EXPRESS (AIR SVS)     | S                 | 16                | 2          | 0        | 69                         | 19               | 13               | 0                      | 0                      | 0                       | 11                         | 0                        | 0                          | 0                       |
|                                   | GREECE AIRWAYS                | S                 | 13                | 3          | 0        | 54                         | 23               | 15               | 8                      | 0                      | 0                       | 22                         | 0                        | 0                          | 0                       |
| TOTAL MALAGA                      |                               |                   | 37                | 5          | 0        | 68                         | 19               | 11               | 3                      | 0                      | 0                       | 14                         | 70                       | 15                         | 10                      |
| TOTAL SPAIN                       |                               |                   | 124               | 12         | 3        | 79                         | 11               | 5                | 5                      | 0                      | 0                       | 11                         | 91                       | 8                          | 56                      |
| <b>SPAIN(CANARY ISLANDS)</b>      |                               |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| ARRECIFE                          | BMI BRITISH MIDLAND           | C                 | 8                 | 0          | 0        | 38                         | 50               | 13               | 0                      | 0                      | 0                       | 16                         | 0                        | 0                          | 0                       |
| TOTAL ARRECIFE                    |                               |                   | 8                 | 0          | 0        | 38                         | 50               | 13               | 0                      | 0                      | 0                       | 16                         | 88                       | 4                          | 8                       |
| LAS PALMAS                        | BMI BRITISH MIDLAND           | C                 | 9                 | 0          | 0        | 78                         | 22               | 0                | 0                      | 0                      | 0                       | 9                          | 0                        | 0                          | 0                       |
| TOTAL LAS PALMAS                  |                               |                   | 9                 | 0          | 0        | 78                         | 22               | 0                | 0                      | 0                      | 0                       | 9                          | 40                       | 20                         | 10                      |
| TENERIFE (NORTE LOS RODEOS)       | BMI BRITISH MIDLAND           | C                 | 8                 | 0          | 0        | 50                         | 25               | 25               | 0                      | 0                      | 0                       | 18                         | 0                        | 0                          | 0                       |
| TOTAL TENERIFE (NORTE LOS RODEOS) |                               |                   | 8                 | 0          | 0        | 50                         | 25               | 25               | 0                      | 0                      | 0                       | 18                         | 0                        | 0                          | 0                       |
| TENERIFE (SURREINA SOFIA)         | IBERWORLD                     | C                 | 8                 | 0          | 0        | 75                         | 13               | 13               | 0                      | 0                      | 0                       | 8                          | 75                       | 5                          | 8                       |
| TOTAL TENERIFE (SURREINA SOFIA)   |                               |                   | 8                 | 0          | 0        | 75                         | 13               | 13               | 0                      | 0                      | 0                       | 8                          | 88                       | 3                          | 16                      |
| TOTAL SPAIN(CANARY ISLANDS)       |                               |                   | 33                | 0          | 0        | 61                         | 27               | 12               | 0                      | 0                      | 0                       | 13                         | 74                       | 8                          | 34                      |
| <b>SWEDEN</b>                     |                               |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| STOCKHOLM (ARLANDA)               | SAS                           | S                 | 8                 | 0          | 0        | 38                         | 50               | 13               | 0                      | 0                      | 0                       | 18                         | 0                        | 0                          | 0                       |
| TOTAL STOCKHOLM (ARLANDA)         |                               |                   | 8                 | 0          | 0        | 38                         | 50               | 13               | 0                      | 0                      | 0                       | 18                         | 0                        | 0                          | 0                       |

## CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR MARCH 2004

Reporting Airport: EDINBURGH (Full Analysis)

| ORIGIN / DESTINATION        | AIRLINE                       | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |            |          | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         |                            | MAR 2003                 |                            |                         |
|-----------------------------|-------------------------------|-------------------|-------------------|------------|----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                             |                               |                   | MATCHED           | UNMATCHED  |          | Early to<br>15 mins        | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                             |                               |                   |                   | Actual (7) | Plan (8) |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| TOTAL SWEDEN                |                               |                   | 8                 | 0          | 0        | 38                         | 50               | 13               | 0                      | 0                      | 0                       | 18                         | 0                        | 0                          | 0                       |
| SWITZERLAND                 |                               |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| GENEVA                      | DUO AIRWAYS LTD               | C                 | 16                | 0          | 0        | 31                         | 44               | 13               | 13                     | 0                      | 0                       | 27                         | 0                        | 0                          | 0                       |
|                             | DUO AIRWAYS LTD               | S                 | 73                | 0          | 0        | 53                         | 33               | 11               | 3                      | 0                      | 0                       | 19                         | 0                        | 0                          | 0                       |
|                             | FIRST CHOICE AIRWAYS LTD      | C                 | 8                 | 0          | 0        | 25                         | 25               | 50               | 0                      | 0                      | 0                       | 31                         | 0                        | 0                          | 0                       |
| TOTAL GENEVA                |                               |                   | 97                | 0          | 0        | 47                         | 34               | 14               | 4                      | 0                      | 0                       | 21                         | 25                       | 38                         | 20                      |
| ZURICH                      | DUO AIRWAYS LTD               | S                 | 54                | 0          | 0        | 48                         | 30               | 19               | 4                      | 0                      | 0                       | 21                         | 0                        | 0                          | 0                       |
| TOTAL ZURICH                |                               |                   | 54                | 0          | 0        | 48                         | 30               | 19               | 4                      | 0                      | 0                       | 21                         | 0                        | 0                          | 0                       |
| TOTAL SWITZERLAND           |                               |                   | 151               | 0          | 0        | 48                         | 32               | 16               | 4                      | 0                      | 0                       | 21                         | 25                       | 38                         | 20                      |
| UNITED KINGDOM              |                               |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| BELFAST CITY                | FLYBE.BRITISH EUROPEAN        | S                 | 122               | 0          | 0        | 80                         | 12               | 5                | 2                      | 0                      | 0                       | 10                         | 0                        | 0                          | 0                       |
| TOTAL BELFAST CITY          |                               |                   | 122               | 0          | 0        | 80                         | 12               | 5                | 2                      | 0                      | 0                       | 10                         | 90                       | 13                         | 146                     |
| BELFAST INTERNATIONAL       | EASYJET AIRLINE COMPANY LTD   | S                 | 237               | 1          | 2        | 79                         | 11               | 5                | 3                      | 1                      | 0                       | 12                         | 76                       | 16                         | 186                     |
| TOTAL BELFAST INTERNATIONAL |                               |                   | 237               | 1          | 2        | 79                         | 11               | 5                | 3                      | 1                      | 0                       | 12                         | 76                       | 16                         | 186                     |
| BIRMINGHAM                  | BRITISH AIRWAYS CITIEXPRESS L | S                 | 226               | 0          | 0        | 85                         | 6                | 5                | 4                      | 0                      | 0                       | 8                          | 71                       | 16                         | 234                     |
|                             | DUO AIRWAYS LTD               | S                 | 8                 | 0          | 2        | 50                         | 25               | 13               | 13                     | 0                      | 0                       | 22                         | 0                        | 0                          | 0                       |
|                             | FLYBE.BRITISH EUROPEAN        | S                 | 289               | 1          | 2        | 76                         | 13               | 8                | 3                      | 1                      | 0                       | 13                         | 82                       | 11                         | 262                     |
| TOTAL BIRMINGHAM            |                               |                   | 523               | 1          | 4        | 80                         | 10               | 7                | 3                      | 0                      | 0                       | 11                         | 77                       | 13                         | 496                     |
| BRISTOL                     | BRITISH AIRWAYS CITIEXPRESS L | S                 | 225               | 0          | 0        | 78                         | 8                | 6                | 8                      | 0                      | 0                       | 13                         | 87                       | 8                          | 211                     |
|                             | EASYJET AIRLINE COMPANY LTD   | S                 | 162               | 2          | 6        | 73                         | 16               | 7                | 3                      | 1                      | 0                       | 14                         | 77                       | 12                         | 214                     |
| TOTAL BRISTOL               |                               |                   | 387               | 2          | 6        | 76                         | 11               | 6                | 6                      | 0                      | 0                       | 14                         | 82                       | 10                         | 425                     |
| CARDIFF WALES               | BMI BRITISH MIDLAND           | S                 | 40                | 0          | 0        | 78                         | 15               | 3                | 5                      | 0                      | 0                       | 12                         | 67                       | 18                         | 106                     |
|                             | BMIBABY LTD                   | S                 | 76                | 0          | 0        | 59                         | 18               | 14               | 5                      | 3                      | 0                       | 25                         | 0                        | 0                          | 0                       |
| TOTAL CARDIFF WALES         |                               |                   | 116               | 0          | 0        | 66                         | 17               | 10               | 5                      | 2                      | 0                       | 21                         | 71                       | 17                         | 143                     |
| EXETER                      | FLYBE.BRITISH EUROPEAN        | S                 | 6                 | 2          | 0        | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 2                          | 0                        | 0                          | 0                       |
| TOTAL EXETER                |                               |                   | 6                 | 2          | 0        | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 2                          | 0                        | 0                          | 0                       |
| GATWICK                     | BRITISH AIRWAYS PLC           | S                 | 336               | 0          | 0        | 89                         | 7                | 3                | 1                      | 0                      | 0                       | 6                          | 83                       | 7                          | 321                     |
|                             | EASYJET AIRLINE COMPANY LTD   | S                 | 228               | 2          | 8        | 70                         | 17               | 11               | 3                      | 0                      | 0                       | 12                         | 84                       | 10                         | 279                     |
| TOTAL GATWICK               |                               |                   | 564               | 2          | 8        | 81                         | 11               | 6                | 2                      | 0                      | 0                       | 8                          | 84                       | 8                          | 600                     |
| GLASGOW                     | GREECE AIRWAYS                | S                 | 9                 | 28         | 0        | 67                         | 0                | 22               | 11                     | 0                      | 0                       | 16                         | 0                        | 0                          | 0                       |
| TOTAL GLASGOW               |                               |                   | 9                 | 28         | 0        | 67                         | 0                | 22               | 11                     | 0                      | 0                       | 16                         | 0                        | 0                          | 0                       |
| HEATHROW                    | BMI BRITISH MIDLAND           | S                 | 481               | 0          | 6        | 67                         | 13               | 15               | 5                      | 0                      | 0                       | 16                         | 83                       | 7                          | 519                     |
|                             | BRITISH AIRWAYS PLC           | S                 | 686               | 0          | 2        | 70                         | 18               | 9                | 3                      | 0                      | 0                       | 14                         | 83                       | 8                          | 678                     |
| TOTAL HEATHROW              |                               |                   | 1167              | 0          | 8        | 69                         | 16               | 11               | 4                      | 0                      | 0                       | 15                         | 83                       | 8                          | 1197                    |
| INVERNESS                   | LOGANAIR                      | S                 | 77                | 0          | 0        | 88                         | 5                | 4                | 3                      | 0                      | 0                       | 7                          | 78                       | 26                         | 50                      |
| TOTAL INVERNESS             |                               |                   | 77                | 0          | 0        | 88                         | 5                | 4                | 3                      | 0                      | 0                       | 7                          | 78                       | 26                         | 50                      |
| JERSEY                      | BRITISH AIRWAYS CITIEXPRESS L | S                 | 36                | 0          | 0        | 72                         | 17               | 8                | 3                      | 0                      | 0                       | 11                         | 76                       | 9                          | 41                      |
| TOTAL JERSEY                |                               |                   | 36                | 2          | 14       | 72                         | 17               | 8                | 3                      | 0                      | 0                       | 11                         | 74                       | 9                          | 43                      |
| KIRKWALL                    | LOGANAIR                      | S                 | 85                | 0          | 0        | 82                         | 14               | 1                | 2                      | 0                      | 0                       | 8                          | 84                       | 13                         | 82                      |

## CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR MARCH 2004

Reporting Airport: EDINBURGH (Full Analysis)

| ORIGIN / DESTINATION                 | AIRLINE                       | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         |                            | MAR 2003                 |                            |                         |
|--------------------------------------|-------------------------------|-------------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                                      |                               |                   | MATCHED           |          | UNMATCHED | Early to<br>15 mins        | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                                      |                               |                   | Actual (7)        | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| TOTAL KIRKWALL                       |                               |                   | 85                | 0        | 0         | 82                         | 14               | 1                | 2                      | 0                      | 0                       | 8                          | 84                       | 13                         | 82                      |
| LEEDS BRADFORD                       | BMI REGIONAL                  | S                 | 186               | 0        | 0         | 94                         | 2                | 2                | 2                      | 1                      | 0                       | 5                          | 84                       | 9                          | 176                     |
| TOTAL LEEDS BRADFORD                 |                               |                   | 186               | 0        | 0         | 94                         | 2                | 2                | 2                      | 1                      | 0                       | 5                          | 84                       | 9                          | 176                     |
| LONDON CITY                          | BRITISH AIRWAYS CITIEXPRESS L | S                 | 143               | 0        | 0         | 76                         | 9                | 6                | 9                      | 1                      | 0                       | 18                         | 0                        | 0                          | 0                       |
|                                      | SCOT AIRWAYS                  | S                 | 435               | 7        | 15        | 85                         | 9                | 4                | 2                      | 0                      | 0                       | 8                          | 79                       | 10                         | 445                     |
| TOTAL LONDON CITY                    |                               |                   | 578               | 9        | 15        | 83                         | 9                | 4                | 3                      | 0                      | 0                       | 10                         | 79                       | 10                         | 445                     |
| LUTON                                | EASYJET AIRLINE COMPANY LTD   | S                 | 371               | 0        | 1         | 79                         | 11               | 7                | 2                      | 1                      | 0                       | 11                         | 87                       | 7                          | 381                     |
| TOTAL LUTON                          |                               |                   | 371               | 0        | 1         | 79                         | 11               | 7                | 2                      | 1                      | 0                       | 11                         | 87                       | 7                          | 381                     |
| MANCHESTER                           | BMI REGIONAL                  | S                 | 253               | 0        | 0         | 92                         | 7                | 1                | 0                      | 0                      | 0                       | 4                          | 93                       | 7                          | 250                     |
|                                      | BRITISH AIRWAYS CITIEXPRESS L | S                 | 321               | 1        | 0         | 86                         | 6                | 5                | 3                      | 0                      | 0                       | 8                          | 83                       | 11                         | 172                     |
| TOTAL MANCHESTER                     |                               |                   | 574               | 1        | 3         | 89                         | 6                | 3                | 2                      | 0                      | 0                       | 7                          | 90                       | 8                          | 502                     |
| NORWICH                              | EASTERN AIRWAYS               | S                 | 146               | 0        | 0         | 93                         | 5                | 0                | 2                      | 0                      | 0                       | 5                          | 90                       | 5                          | 131                     |
| TOTAL NORWICH                        |                               |                   | 146               | 0        | 0         | 93                         | 5                | 0                | 2                      | 0                      | 0                       | 5                          | 90                       | 5                          | 131                     |
| NOTTINGHAM EAST MIDLANDS INT'L       | BMI BRITISH MIDLAND           | S                 | 66                | 0        | 1         | 85                         | 8                | 6                | 2                      | 0                      | 0                       | 7                          | 77                       | 14                         | 164                     |
|                                      | BMIBABY LTD                   | S                 | 105               | 6        | 0         | 82                         | 9                | 6                | 4                      | 0                      | 0                       | 10                         | 0                        | 0                          | 0                       |
|                                      | EASYJET AIRLINE COMPANY LTD   | S                 | 112               | 2        | 0         | 71                         | 13               | 9                | 6                      | 2                      | 0                       | 18                         | 88                       | 5                          | 104                     |
| TOTAL NOTTINGHAM EAST MIDLANDS INT'L |                               |                   | 283               | 8        | 1         | 78                         | 10               | 7                | 4                      | 1                      | 0                       | 13                         | 81                       | 11                         | 268                     |
| SOUTHAMPTON                          | BRITISH AIRWAYS CITIEXPRESS L | S                 | 256               | 0        | 0         | 79                         | 7                | 5                | 8                      | 0                      | 0                       | 13                         | 80                       | 10                         | 196                     |
|                                      | FLYBE.BRITISH EUROPEAN        | S                 | 162               | 0        | 0         | 51                         | 22               | 17               | 8                      | 1                      | 0                       | 24                         | 0                        | 0                          | 0                       |
| TOTAL SOUTHAMPTON                    |                               |                   | 418               | 0        | 0         | 68                         | 13               | 10               | 8                      | 0                      | 0                       | 17                         | 80                       | 10                         | 196                     |
| STANSTED                             | EASYJET AIRLINE COMPANY LTD   | S                 | 344               | 0        | 2         | 82                         | 9                | 6                | 4                      | 0                      | 0                       | 11                         | 79                       | 13                         | 383                     |
| TOTAL STANSTED                       |                               |                   | 344               | 0        | 2         | 82                         | 9                | 6                | 4                      | 0                      | 0                       | 11                         | 79                       | 13                         | 383                     |
| STORNOWAY                            | BMI REGIONAL                  | S                 | 62                | 0        | 0         | 98                         | 2                | 0                | 0                      | 0                      | 0                       | 1                          | 97                       | 2                          | 62                      |
|                                      | LOGANAIR                      | S                 | 61                | 0        | 0         | 80                         | 15               | 5                | 0                      | 0                      | 0                       | 10                         | 95                       | 3                          | 41                      |
| TOTAL STORNOWAY                      |                               |                   | 123               | 0        | 0         | 89                         | 8                | 2                | 0                      | 0                      | 0                       | 5                          | 96                       | 2                          | 103                     |
| SUMBURGH                             | LOGANAIR                      | S                 | 62                | 0        | 0         | 82                         | 5                | 10               | 2                      | 2                      | 0                       | 12                         | 85                       | 14                         | 62                      |
| TOTAL SUMBURGH                       |                               |                   | 62                | 0        | 0         | 82                         | 5                | 10               | 2                      | 2                      | 0                       | 12                         | 85                       | 14                         | 62                      |
| TOTAL UNITED KINGDOM                 |                               |                   | 6414              | 62       | 64        | 79                         | 11               | 7                | 3                      | 0                      | 0                       | 11                         | 83                       | 10                         | 6118                    |
| TOTAL EDINBURGH                      |                               |                   | 8601              | 90       | 73        | 78                         | 11               | 7                | 4                      | 0                      | 0                       | 12                         | 82                       | 11                         | 8013                    |

## CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR MARCH 2004

Reporting Airport: GATWICK (Full Analysis)

| ORIGIN / DESTINATION             | AIRLINE                      | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         |                            | MAR 2003                 |                            |                         |
|----------------------------------|------------------------------|-------------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                                  |                              |                   | MATCHED           |          | UNMATCHED | Early to<br>15 mins        | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                                  |                              |                   | Actual (7)        | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| <b>ALGERIA</b>                   |                              |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| ALGIERS                          | BRITISH AIRWAYS PLC          | S                 | 30                | 0        | 0         | 77                         | 7                | 10               | 7                      | 0                      | 0                       | 14                         | 0                        | 0                          | 0                       |
| <b>TOTAL ALGIERS</b>             |                              |                   | <b>30</b>         | <b>0</b> | <b>0</b>  | <b>77</b>                  | <b>7</b>         | <b>10</b>        | <b>7</b>               | <b>0</b>               | <b>0</b>                | <b>14</b>                  | <b>16</b>                | <b>130</b>                 | <b>19</b>               |
| GHARDAIA                         | ASTRAEUS LTD                 | C                 | 18                | 0        | 0         | 61                         | 11               | 0                | 28                     | 0                      | 0                       | 28                         | 0                        | 0                          | 0                       |
|                                  | FIRST CHOICE AIRWAYS LTD     | C                 | 18                | 0        | 0         | 78                         | 11               | 6                | 0                      | 6                      | 0                       | 20                         | 0                        | 0                          | 0                       |
| <b>TOTAL GHARDAIA</b>            |                              |                   | <b>36</b>         | <b>0</b> | <b>0</b>  | <b>69</b>                  | <b>11</b>        | <b>3</b>         | <b>14</b>              | <b>3</b>               | <b>0</b>                | <b>24</b>                  | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| HASSI MESSAOUD                   | AIR ALGERIE                  | C                 | 2                 | 0        | 0         | 0                          | 0                | 50               | 50                     | 0                      | 0                       | 70                         | 0                        | 0                          | 0                       |
| <b>TOTAL HASSI MESSAOUD</b>      |                              |                   | <b>2</b>          | <b>0</b> | <b>0</b>  | <b>0</b>                   | <b>0</b>         | <b>50</b>        | <b>50</b>              | <b>0</b>               | <b>0</b>                | <b>70</b>                  | <b>85</b>                | <b>7</b>                   | <b>40</b>               |
| OUARGLA                          | AIR ALGERIE                  | C                 | 16                | 0        | 0         | 56                         | 6                | 13               | 19                     | 6                      | 0                       | 45                         | 0                        | 0                          | 0                       |
| <b>TOTAL OUARGLA</b>             |                              |                   | <b>16</b>         | <b>0</b> | <b>0</b>  | <b>56</b>                  | <b>6</b>         | <b>13</b>        | <b>19</b>              | <b>6</b>               | <b>0</b>                | <b>45</b>                  | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| <b>TOTAL ALGERIA</b>             |                              |                   | <b>84</b>         | <b>0</b> | <b>0</b>  | <b>68</b>                  | <b>8</b>         | <b>8</b>         | <b>13</b>              | <b>2</b>               | <b>0</b>                | <b>26</b>                  | <b>64</b>                | <b>45</b>                  | <b>61</b>               |
| <b>ANTIGUA AND BARBUDA</b>       |                              |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| ANTIGUA                          | BRITISH AIRWAYS PLC          | S                 | 26                | 0        | 0         | 96                         | 4                | 0                | 0                      | 0                      | 0                       | 5                          | 0                        | 0                          | 0                       |
|                                  | FIRST CHOICE AIRWAYS LTD     | C                 | 4                 | 0        | 0         | 25                         | 50               | 0                | 25                     | 0                      | 0                       | 28                         | 50                       | 83                         | 4                       |
|                                  | VIRGIN ATLANTIC AIRWAYS LTD  | S                 | 22                | 3        | 3         | 64                         | 18               | 9                | 5                      | 0                      | 5                       | 80                         | 88                       | 6                          | 17                      |
| <b>TOTAL ANTIGUA</b>             |                              |                   | <b>52</b>         | <b>3</b> | <b>3</b>  | <b>77</b>                  | <b>13</b>        | <b>4</b>         | <b>4</b>               | <b>0</b>               | <b>2</b>                | <b>38</b>                  | <b>81</b>                | <b>21</b>                  | <b>21</b>               |
| <b>TOTAL ANTIGUA AND BARBUDA</b> |                              |                   | <b>52</b>         | <b>3</b> | <b>3</b>  | <b>77</b>                  | <b>13</b>        | <b>4</b>         | <b>4</b>               | <b>0</b>               | <b>2</b>                | <b>38</b>                  | <b>81</b>                | <b>21</b>                  | <b>21</b>               |
| <b>AUSTRIA</b>                   |                              |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| INNSBRUCK                        | ASTRAEUS LTD                 | C                 | 16                | 0        | 0         | 63                         | 6                | 6                | 25                     | 0                      | 0                       | 25                         | 100                      | 2                          | 10                      |
|                                  | AUSTRIAN AIRLINES            | S                 | 24                | 0        | 0         | 88                         | 13               | 0                | 0                      | 0                      | 0                       | 4                          | 0                        | 0                          | 0                       |
|                                  | AUSTRIAN AIRLINES            | C                 | 8                 | 0        | 0         | 50                         | 0                | 0                | 50                     | 0                      | 0                       | 66                         | 0                        | 0                          | 0                       |
|                                  | BRITISH AIRWAYS PLC          | C                 | 16                | 0        | 0         | 69                         | 25               | 6                | 0                      | 0                      | 0                       | 12                         | 50                       | 25                         | 20                      |
|                                  | FIRST CHOICE AIRWAYS LTD     | C                 | 16                | 0        | 0         | 56                         | 13               | 31               | 0                      | 0                      | 0                       | 17                         | 63                       | 18                         | 30                      |
|                                  | MONARCH AIRLINES             | C                 | 16                | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 1                          | 90                       | 4                          | 20                      |
|                                  | THOMAS COOK AIRLINES LTD     | C                 | 16                | 0        | 0         | 75                         | 13               | 0                | 13                     | 0                      | 0                       | 18                         | 56                       | 39                         | 16                      |
| <b>TOTAL INNSBRUCK</b>           |                              |                   | <b>112</b>        | <b>0</b> | <b>0</b>  | <b>74</b>                  | <b>11</b>        | <b>6</b>         | <b>9</b>               | <b>0</b>               | <b>0</b>                | <b>16</b>                  | <b>71</b>                | <b>17</b>                  | <b>102</b>              |
| SALZBURG                         | ASTRAEUS LTD                 | C                 | 4                 | 0        | 0         | 25                         | 75               | 0                | 0                      | 0                      | 0                       | 17                         | 0                        | 0                          | 0                       |
|                                  | BRITANNIA AIRWAYS            | C                 | 16                | 0        | 0         | 63                         | 6                | 19               | 13                     | 0                      | 0                       | 27                         | 90                       | 4                          | 20                      |
|                                  | EUROPEAN AIR CHARTER         | C                 | 4                 | 0        | 0         | 75                         | 25               | 0                | 0                      | 0                      | 0                       | 9                          | 63                       | 18                         | 8                       |
|                                  | FIRST CHOICE AIRWAYS LTD     | C                 | 8                 | 0        | 0         | 88                         | 13               | 0                | 0                      | 0                      | 0                       | 6                          | 65                       | 16                         | 17                      |
|                                  | MONARCH AIRLINES             | C                 | 8                 | 0        | 0         | 63                         | 38               | 0                | 0                      | 0                      | 0                       | 7                          | 50                       | 81                         | 6                       |
|                                  | MY TRAVEL AIRWAYS UK         | C                 | 8                 | 0        | 0         | 38                         | 38               | 25               | 0                      | 0                      | 0                       | 22                         | 60                       | 13                         | 10                      |
|                                  | THOMAS COOK AIRLINES LTD     | C                 | 7                 | 0        | 0         | 71                         | 29               | 0                | 0                      | 0                      | 0                       | 7                          | 78                       | 21                         | 9                       |
| <b>TOTAL SALZBURG</b>            |                              |                   | <b>55</b>         | <b>0</b> | <b>0</b>  | <b>62</b>                  | <b>25</b>        | <b>9</b>         | <b>4</b>               | <b>0</b>               | <b>0</b>                | <b>16</b>                  | <b>72</b>                | <b>20</b>                  | <b>82</b>               |
| <b>TOTAL AUSTRIA</b>             |                              |                   | <b>167</b>        | <b>0</b> | <b>0</b>  | <b>70</b>                  | <b>16</b>        | <b>7</b>         | <b>7</b>               | <b>0</b>               | <b>0</b>                | <b>16</b>                  | <b>71</b>                | <b>18</b>                  | <b>184</b>              |
| <b>AZERBAIJAN</b>                |                              |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| BAKU                             | AZERBAIJAN AIRLINES ( AZAL ) | S                 | 18                | 0        | 0         | 83                         | 17               | 0                | 0                      | 0                      | 0                       | 7                          | 89                       | 6                          | 18                      |
| <b>TOTAL BAKU</b>                |                              |                   | <b>18</b>         | <b>0</b> | <b>0</b>  | <b>83</b>                  | <b>17</b>        | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>7</b>                   | <b>89</b>                | <b>6</b>                   | <b>18</b>               |
| <b>TOTAL AZERBAIJAN</b>          |                              |                   | <b>18</b>         | <b>0</b> | <b>0</b>  | <b>83</b>                  | <b>17</b>        | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>7</b>                   | <b>89</b>                | <b>6</b>                   | <b>18</b>               |
| <b>BAHAMAS</b>                   |                              |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| FREEMPORT                        | BRITANNIA AIRWAYS            | C                 | 2                 | 0        | 0         | 50                         | 0                | 0                | 50                     | 0                      | 0                       | 50                         | 0                        | 0                          | 0                       |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR MARCH 2004

Reporting Airport: GATWICK (Full Analysis)

| ORIGIN / DESTINATION            | AIRLINE                        | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |            |          | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         |                            | MAR 2003                 |                            |                         |
|---------------------------------|--------------------------------|-------------------|-------------------|------------|----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                                 |                                |                   | MATCHED           | UNMATCHED  |          | Early to<br>15 mins        | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                                 |                                |                   |                   | Actual (7) | Plan (8) |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| FREEPORT                        | BRITISH AIRWAYS PLC            | C                 | 2                 | 0          | 0        | 50                         | 50               | 0                | 0                      | 0                      | 0                       | 16                         | 0                        | 0                          | 0                       |
| <b>TOTAL FREEPORT</b>           |                                |                   | <b>4</b>          | <b>0</b>   | <b>0</b> | <b>50</b>                  | <b>25</b>        | <b>0</b>         | <b>25</b>              | <b>0</b>               | <b>0</b>                | <b>33</b>                  | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| <b>TOTAL BAHAMAS</b>            |                                |                   | <b>4</b>          | <b>0</b>   | <b>0</b> | <b>50</b>                  | <b>25</b>        | <b>0</b>         | <b>25</b>              | <b>0</b>               | <b>0</b>                | <b>33</b>                  | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| <b>BARBADOS</b>                 |                                |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| BRIDGETOWN                      | BRITANNIA AIRWAYS              | C                 | 20                | 0          | 0        | 75                         | 10               | 5                | 5                      | 5                      | 0                       | 20                         | 100                      | 4                          | 8                       |
|                                 | BRITISH AIRWAYS PLC            | S                 | 88                | 0          | 0        | 88                         | 10               | 0                | 2                      | 0                      | 0                       | 7                          | 82                       | 8                          | 72                      |
|                                 | EXCEL AIRWAYS LTD              | C                 | 12                | 0          | 0        | 50                         | 17               | 33               | 0                      | 0                      | 0                       | 21                         | 0                        | 0                          | 0                       |
|                                 | MONARCH AIRLINES               | C                 | 6                 | 0          | 0        | 50                         | 50               | 0                | 0                      | 0                      | 0                       | 14                         | 0                        | 115                        | 2                       |
|                                 | THOMAS COOK AIRLINES LTD       | C                 | 16                | 0          | 0        | 75                         | 6                | 19               | 0                      | 0                      | 0                       | 11                         | 0                        | 0                          | 0                       |
|                                 | VIRGIN ATLANTIC AIRWAYS LTD    | S                 | 58                | 0          | 0        | 71                         | 21               | 7                | 2                      | 0                      | 0                       | 11                         | 64                       | 21                         | 44                      |
| <b>TOTAL BRIDGETOWN</b>         |                                |                   | <b>201</b>        | <b>0</b>   | <b>0</b> | <b>77</b>                  | <b>14</b>        | <b>6</b>         | <b>2</b>               | <b>0</b>               | <b>0</b>                | <b>11</b>                  | <b>72</b>                | <b>28</b>                  | <b>144</b>              |
| <b>TOTAL BARBADOS</b>           |                                |                   | <b>201</b>        | <b>0</b>   | <b>0</b> | <b>77</b>                  | <b>14</b>        | <b>6</b>         | <b>2</b>               | <b>0</b>               | <b>0</b>                | <b>11</b>                  | <b>72</b>                | <b>28</b>                  | <b>144</b>              |
| <b>BELARUS</b>                  |                                |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| MINSK                           | BELAVIA (BELARUSSIAN AIRLINES) | S                 | 8                 | 0          | 0        | 38                         | 38               | 13               | 13                     | 0                      | 0                       | 27                         | 90                       | 6                          | 10                      |
| <b>TOTAL MINSK</b>              |                                |                   | <b>8</b>          | <b>0</b>   | <b>0</b> | <b>38</b>                  | <b>38</b>        | <b>13</b>        | <b>13</b>              | <b>0</b>               | <b>0</b>                | <b>27</b>                  | <b>90</b>                | <b>6</b>                   | <b>10</b>               |
| <b>TOTAL BELARUS</b>            |                                |                   | <b>8</b>          | <b>0</b>   | <b>0</b> | <b>38</b>                  | <b>38</b>        | <b>13</b>        | <b>13</b>              | <b>0</b>               | <b>0</b>                | <b>27</b>                  | <b>90</b>                | <b>6</b>                   | <b>10</b>               |
| <b>BELGIUM</b>                  |                                |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| BRUSSELS                        | SN BRUSSELS AIRLINES           | S                 | 100               | 0          | 0        | 85                         | 11               | 4                | 0                      | 0                      | 0                       | 7                          | 0                        | 0                          | 0                       |
| <b>TOTAL BRUSSELS</b>           |                                |                   | <b>100</b>        | <b>0</b>   | <b>0</b> | <b>85</b>                  | <b>11</b>        | <b>4</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>7</b>                   | <b>86</b>                | <b>7</b>                   | <b>132</b>              |
| <b>TOTAL BELGIUM</b>            |                                |                   | <b>100</b>        | <b>0</b>   | <b>0</b> | <b>85</b>                  | <b>11</b>        | <b>4</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>7</b>                   | <b>86</b>                | <b>7</b>                   | <b>132</b>              |
| <b>BERMUDA</b>                  |                                |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| BERMUDA                         | BRITISH AIRWAYS PLC            | S                 | 28                | 0          | 0        | 93                         | 0                | 7                | 0                      | 0                      | 0                       | 6                          | 93                       | 5                          | 28                      |
| <b>TOTAL BERMUDA</b>            |                                |                   | <b>28</b>         | <b>0</b>   | <b>0</b> | <b>93</b>                  | <b>0</b>         | <b>7</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>6</b>                   | <b>93</b>                | <b>5</b>                   | <b>28</b>               |
| <b>TOTAL BERMUDA</b>            |                                |                   | <b>28</b>         | <b>0</b>   | <b>0</b> | <b>93</b>                  | <b>0</b>         | <b>7</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>6</b>                   | <b>93</b>                | <b>5</b>                   | <b>28</b>               |
| <b>BULGARIA</b>                 |                                |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| PLOVDIV                         | BH AIR                         | C                 | 8                 | 0          | 0        | 50                         | 13               | 13               | 13                     | 0                      | 13                      | 87                         | 0                        | 0                          | 0                       |
|                                 | BRITANNIA AIRWAYS              | C                 | 3                 | 0          | 0        | 33                         | 33               | 33               | 0                      | 0                      | 0                       | 22                         | 0                        | 0                          | 0                       |
|                                 | THOMAS COOK AIRLINES LTD       | C                 | 4                 | 0          | 0        | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 2                          | 0                        | 0                          | 0                       |
| <b>TOTAL PLOVDIV</b>            |                                |                   | <b>15</b>         | <b>0</b>   | <b>0</b> | <b>60</b>                  | <b>13</b>        | <b>13</b>        | <b>7</b>               | <b>0</b>               | <b>7</b>                | <b>51</b>                  | <b>60</b>                | <b>11</b>                  | <b>10</b>               |
| SOFIA                           | BH AIR                         | C                 | 4                 | 0          | 0        | 50                         | 0                | 50               | 0                      | 0                      | 0                       | 21                         | 0                        | 0                          | 0                       |
|                                 | BRITANNIA AIRWAYS              | C                 | 5                 | 0          | 0        | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 2                          | 0                        | 0                          | 0                       |
|                                 | MONARCH AIRLINES               | C                 | 5                 | 0          | 0        | 40                         | 0                | 60               | 0                      | 0                      | 0                       | 30                         | 71                       | 28                         | 7                       |
| <b>TOTAL SOFIA</b>              |                                |                   | <b>14</b>         | <b>0</b>   | <b>0</b> | <b>64</b>                  | <b>0</b>         | <b>36</b>        | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>17</b>                  | <b>86</b>                | <b>13</b>                  | <b>21</b>               |
| <b>TOTAL BULGARIA</b>           |                                |                   | <b>29</b>         | <b>0</b>   | <b>0</b> | <b>62</b>                  | <b>7</b>         | <b>24</b>        | <b>3</b>               | <b>0</b>               | <b>3</b>                | <b>35</b>                  | <b>77</b>                | <b>12</b>                  | <b>31</b>               |
| <b>CANADA</b>                   |                                |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| CALGARY                         | MONARCH AIRLINES               | C                 | 17                | 0          | 0        | 88                         | 6                | 6                | 0                      | 0                      | 0                       | 8                          | 44                       | 86                         | 18                      |
| <b>TOTAL CALGARY</b>            |                                |                   | <b>17</b>         | <b>0</b>   | <b>0</b> | <b>88</b>                  | <b>6</b>         | <b>6</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>8</b>                   | <b>44</b>                | <b>86</b>                  | <b>18</b>               |
| MONTREAL (MIRABEL)              | ASTRAEUS LTD                   | C                 | 2                 | 0          | 0        | 50                         | 0                | 50               | 0                      | 0                      | 0                       | 25                         | 0                        | 0                          | 0                       |
| <b>TOTAL MONTREAL (MIRABEL)</b> |                                |                   | <b>2</b>          | <b>0</b>   | <b>0</b> | <b>50</b>                  | <b>0</b>         | <b>50</b>        | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>25</b>                  | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |



CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR MARCH 2004

Reporting Airport: GATWICK (Full Analysis)

| ORIGIN / DESTINATION              | AIRLINE                  | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |            |          | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         |                            | MAR 2003                 |                            |                         |
|-----------------------------------|--------------------------|-------------------|-------------------|------------|----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                                   |                          |                   | MATCHED           | UNMATCHED  |          | Early to<br>15 mins        | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                                   |                          |                   |                   | Actual (7) | Plan (8) |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| TORONTO                           | AIR TRANSAT              | S                 | 18                | 0          | 0        | 56                         | 33               | 11               | 0                      | 0                      | 0                       | 13                         | 50                       | 41                         | 8                       |
| <b>TOTAL TORONTO</b>              |                          |                   | <b>18</b>         | <b>0</b>   | <b>0</b> | <b>56</b>                  | <b>33</b>        | <b>11</b>        | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>13</b>                  | <b>50</b>                | <b>41</b>                  | <b>8</b>                |
| <b>TOTAL CANADA</b>               |                          |                   | <b>37</b>         | <b>0</b>   | <b>0</b> | <b>70</b>                  | <b>19</b>        | <b>11</b>        | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>12</b>                  | <b>46</b>                | <b>72</b>                  | <b>26</b>               |
| CROATIA                           |                          |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| DUBROVNIK                         | BRITISH AIRWAYS PLC      | S                 | 4                 | 0          | 0        | 75                         | 25               | 0                | 0                      | 0                      | 0                       | 11                         | 0                        | 0                          | 0                       |
| <b>TOTAL DUBROVNIK</b>            |                          |                   | <b>4</b>          | <b>0</b>   | <b>0</b> | <b>75</b>                  | <b>25</b>        | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>11</b>                  | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| <b>TOTAL CROATIA</b>              |                          |                   | <b>4</b>          | <b>0</b>   | <b>0</b> | <b>75</b>                  | <b>25</b>        | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>11</b>                  | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| CUBA                              |                          |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| CUNAGUA                           | MONARCH AIRLINES         | C                 | 2                 | 0          | 0        | 50                         | 50               | 0                | 0                      | 0                      | 0                       | 13                         | 100                      | 7                          | 2                       |
|                                   | THOMAS COOK AIRLINES LTD | C                 | 5                 | 0          | 0        | 60                         | 20               | 0                | 20                     | 0                      | 0                       | 20                         | 0                        | 0                          | 0                       |
| <b>TOTAL CUNAGUA</b>              |                          |                   | <b>7</b>          | <b>0</b>   | <b>0</b> | <b>57</b>                  | <b>29</b>        | <b>0</b>         | <b>14</b>              | <b>0</b>               | <b>0</b>                | <b>18</b>                  | <b>100</b>               | <b>7</b>                   | <b>2</b>                |
| HAVANA                            | CUBANA                   | S                 | 8                 | 0          | 0        | 63                         | 13               | 13               | 13                     | 0                      | 0                       | 21                         | 20                       | 57                         | 10                      |
| <b>TOTAL HAVANA</b>               |                          |                   | <b>8</b>          | <b>2</b>   | <b>0</b> | <b>63</b>                  | <b>13</b>        | <b>13</b>        | <b>13</b>              | <b>0</b>               | <b>0</b>                | <b>21</b>                  | <b>20</b>                | <b>57</b>                  | <b>10</b>               |
| HOLGUIN (FRANK PAIS)              | MONARCH AIRLINES         | C                 | 3                 | 0          | 0        | 33                         | 33               | 33               | 0                      | 0                      | 0                       | 21                         | 100                      | 8                          | 2                       |
|                                   | THOMAS COOK AIRLINES LTD | C                 | 4                 | 0          | 0        | 75                         | 0                | 25               | 0                      | 0                      | 0                       | 17                         | 0                        | 0                          | 0                       |
| <b>TOTAL HOLGUIN (FRANK PAIS)</b> |                          |                   | <b>7</b>          | <b>0</b>   | <b>0</b> | <b>57</b>                  | <b>14</b>        | <b>29</b>        | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>19</b>                  | <b>100</b>               | <b>8</b>                   | <b>2</b>                |
| VARADERO                          | MONARCH AIRLINES         | C                 | 3                 | 1          | 0        | 67                         | 33               | 0                | 0                      | 0                      | 0                       | 5                          | 100                      | 8                          | 2                       |
| <b>TOTAL VARADERO</b>             |                          |                   | <b>3</b>          | <b>1</b>   | <b>0</b> | <b>67</b>                  | <b>33</b>        | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>5</b>                   | <b>100</b>               | <b>8</b>                   | <b>2</b>                |
| <b>TOTAL CUBA</b>                 |                          |                   | <b>25</b>         | <b>3</b>   | <b>0</b> | <b>60</b>                  | <b>20</b>        | <b>12</b>        | <b>8</b>               | <b>0</b>               | <b>0</b>                | <b>18</b>                  | <b>53</b>                | <b>36</b>                  | <b>17</b>               |
| CYPRUS                            |                          |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| LARNACA                           | BRITANNIA AIRWAYS        | C                 | 2                 | 0          | 0        | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 0                          | 0                        | 0                          | 0                       |
|                                   | CYPRUS AIRWAYS           | S                 | 8                 | 0          | 0        | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 2                          | 25                       | 28                         | 8                       |
|                                   | FIRST CHOICE AIRWAYS LTD | S                 | 3                 | 0          | 0        | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 3                          | 75                       | 15                         | 8                       |
|                                   | THOMAS COOK AIRLINES LTD | C                 | 10                | 0          | 0        | 70                         | 20               | 10               | 0                      | 0                      | 0                       | 11                         | 88                       | 5                          | 8                       |
| <b>TOTAL LARNACA</b>              |                          |                   | <b>25</b>         | <b>0</b>   | <b>0</b> | <b>88</b>                  | <b>8</b>         | <b>4</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>5</b>                   | <b>61</b>                | <b>26</b>                  | <b>38</b>               |
| PAPHOS                            | BRITANNIA AIRWAYS        | C                 | 16                | 0          | 0        | 63                         | 13               | 19               | 6                      | 0                      | 0                       | 19                         | 78                       | 14                         | 18                      |
|                                   | EUROCYPRIA AIRLINES LTD  | C                 | 8                 | 0          | 0        | 75                         | 13               | 0                | 13                     | 0                      | 0                       | 13                         | 60                       | 17                         | 10                      |
|                                   | EXCEL AIRWAYS LTD        | C                 | 10                | 0          | 0        | 90                         | 10               | 0                | 0                      | 0                      | 0                       | 8                          | 83                       | 6                          | 18                      |
|                                   | FIRST CHOICE AIRWAYS LTD | S                 | 18                | 0          | 0        | 89                         | 6                | 6                | 0                      | 0                      | 0                       | 7                          | 78                       | 11                         | 18                      |
|                                   | GB AIRWAYS LTD           | S                 | 26                | 0          | 0        | 46                         | 35               | 15               | 4                      | 0                      | 0                       | 19                         | 0                        | 0                          | 0                       |
|                                   | HELIOS AIRWAYS LTD       | S                 | 16                | 0          | 0        | 56                         | 25               | 19               | 0                      | 0                      | 0                       | 14                         | 0                        | 0                          | 0                       |
|                                   | MY TRAVEL AIRWAYS UK     | C                 | 9                 | 0          | 0        | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 2                          | 25                       | 33                         | 8                       |
|                                   | THOMAS COOK AIRLINES LTD | C                 | 12                | 0          | 0        | 92                         | 8                | 0                | 0                      | 0                      | 0                       | 3                          | 75                       | 8                          | 8                       |
| <b>TOTAL PAPHOS</b>               |                          |                   | <b>115</b>        | <b>0</b>   | <b>0</b> | <b>71</b>                  | <b>17</b>        | <b>10</b>        | <b>3</b>               | <b>0</b>               | <b>0</b>                | <b>12</b>                  | <b>73</b>                | <b>12</b>                  | <b>90</b>               |
| <b>TOTAL CYPRUS</b>               |                          |                   | <b>140</b>        | <b>0</b>   | <b>0</b> | <b>74</b>                  | <b>15</b>        | <b>9</b>         | <b>2</b>               | <b>0</b>               | <b>0</b>                | <b>11</b>                  | <b>70</b>                | <b>16</b>                  | <b>128</b>              |
| CZECH REPUBLIC                    |                          |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| PRAGUE                            | BRITISH AIRWAYS PLC      | S                 | 8                 | 0          | 0        | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 5                          | 0                        | 0                          | 0                       |
| <b>TOTAL PRAGUE</b>               |                          |                   | <b>8</b>          | <b>0</b>   | <b>0</b> | <b>100</b>                 | <b>0</b>         | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>5</b>                   | <b>50</b>                | <b>18</b>                  | <b>2</b>                |
| <b>TOTAL CZECH REPUBLIC</b>       |                          |                   | <b>8</b>          | <b>0</b>   | <b>0</b> | <b>100</b>                 | <b>0</b>         | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>5</b>                   | <b>50</b>                | <b>18</b>                  | <b>2</b>                |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR MARCH 2004

Reporting Airport: GATWICK (Full Analysis)

| ORIGIN / DESTINATION                  | AIRLINE                  | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         |                            | MAR 2003                 |                            |                         |
|---------------------------------------|--------------------------|-------------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                                       |                          |                   | MATCHED           |          | UNMATCHED | Early to<br>15 mins        | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                                       |                          |                   | Actual (7)        | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| <b>DENMARK</b>                        |                          |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| BILLUND                               | MAERSK AIR               | S                 | 170               | 0        | 0         | 85                         | 10               | 4                | 1                      | 0                      | 0                       | 7                          | 72                       | 13                         | 148                     |
| <b>TOTAL BILLUND</b>                  |                          |                   | <b>170</b>        | <b>0</b> | <b>0</b>  | <b>85</b>                  | <b>10</b>        | <b>4</b>         | <b>1</b>               | <b>0</b>               | <b>0</b>                | <b>7</b>                   | <b>72</b>                | <b>13</b>                  | <b>148</b>              |
| COPENHAGEN                            | MAERSK AIR               | S                 | 162               | 0        | 0         | 93                         | 5                | 1                | 1                      | 0                      | 0                       | 3                          | 88                       | 6                          | 176                     |
|                                       | MAERSK AIR               | C                 | 2                 | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 5                          | 0                        | 0                          | 0                       |
| <b>TOTAL COPENHAGEN</b>               |                          |                   | <b>164</b>        | <b>0</b> | <b>0</b>  | <b>93</b>                  | <b>5</b>         | <b>1</b>         | <b>1</b>               | <b>0</b>               | <b>0</b>                | <b>3</b>                   | <b>88</b>                | <b>6</b>                   | <b>178</b>              |
| <b>TOTAL DENMARK</b>                  |                          |                   | <b>334</b>        | <b>0</b> | <b>0</b>  | <b>89</b>                  | <b>7</b>         | <b>2</b>         | <b>1</b>               | <b>0</b>               | <b>0</b>                | <b>5</b>                   | <b>80</b>                | <b>9</b>                   | <b>326</b>              |
| <b>DJIBOUTI REPUBLIC</b>              |                          |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| DJIBOUTI                              | DAALLO AIRLINES          | S                 | 9                 | 0        | 0         | 67                         | 33               | 0                | 0                      | 0                      | 0                       | 9                          | 63                       | 17                         | 16                      |
| <b>TOTAL DJIBOUTI</b>                 |                          |                   | <b>9</b>          | <b>0</b> | <b>0</b>  | <b>67</b>                  | <b>33</b>        | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>9</b>                   | <b>63</b>                | <b>17</b>                  | <b>16</b>               |
| <b>TOTAL DJIBOUTI REPUBLIC</b>        |                          |                   | <b>9</b>          | <b>0</b> | <b>0</b>  | <b>67</b>                  | <b>33</b>        | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>9</b>                   | <b>63</b>                | <b>17</b>                  | <b>16</b>               |
| <b>DOMINICAN REPUBLIC</b>             |                          |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| LA ROMANA                             | MY TRAVEL AIRWAYS UK     | C                 | 7                 | 1        | 0         | 86                         | 14               | 0                | 0                      | 0                      | 0                       | 8                          | 0                        | 0                          | 0                       |
| <b>TOTAL LA ROMANA</b>                |                          |                   | <b>7</b>          | <b>1</b> | <b>0</b>  | <b>86</b>                  | <b>14</b>        | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>8</b>                   | <b>100</b>               | <b>0</b>                   | <b>8</b>                |
| PUERTO PLATA                          | BRITANNIA AIRWAYS        | C                 | 9                 | 0        | 0         | 89                         | 11               | 0                | 0                      | 0                      | 0                       | 3                          | 80                       | 23                         | 10                      |
|                                       | FIRST CHOICE AIRWAYS LTD | C                 | 9                 | 0        | 0         | 78                         | 11               | 11               | 0                      | 0                      | 0                       | 11                         | 100                      | 4                          | 4                       |
|                                       | MY TRAVEL AIRWAYS UK     | C                 | 10                | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 3                          | 75                       | 6                          | 8                       |
|                                       | THOMAS COOK AIRLINES LTD | C                 | 9                 | 0        | 0         | 89                         | 11               | 0                | 0                      | 0                      | 0                       | 6                          | 0                        | 0                          | 0                       |
| <b>TOTAL PUERTO PLATA</b>             |                          |                   | <b>37</b>         | <b>0</b> | <b>0</b>  | <b>89</b>                  | <b>8</b>         | <b>3</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>6</b>                   | <b>82</b>                | <b>13</b>                  | <b>22</b>               |
| PUNTA CANA                            | BRITANNIA AIRWAYS        | C                 | 9                 | 0        | 0         | 67                         | 11               | 22               | 0                      | 0                      | 0                       | 15                         | 0                        | 0                          | 0                       |
|                                       | MY TRAVEL AIRWAYS UK     | C                 | 9                 | 0        | 0         | 44                         | 11               | 33               | 11                     | 0                      | 0                       | 28                         | 0                        | 0                          | 0                       |
| <b>TOTAL PUNTA CANA</b>               |                          |                   | <b>18</b>         | <b>0</b> | <b>0</b>  | <b>56</b>                  | <b>11</b>        | <b>28</b>        | <b>6</b>               | <b>0</b>               | <b>0</b>                | <b>22</b>                  | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| <b>TOTAL DOMINICAN REPUBLIC</b>       |                          |                   | <b>62</b>         | <b>1</b> | <b>0</b>  | <b>79</b>                  | <b>10</b>        | <b>10</b>        | <b>2</b>               | <b>0</b>               | <b>0</b>                | <b>11</b>                  | <b>87</b>                | <b>10</b>                  | <b>30</b>               |
| <b>EGYPT</b>                          |                          |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| ASWAN                                 | ASTRAEUS LTD             | C                 | 10                | 0        | 0         | 70                         | 20               | 10               | 0                      | 0                      | 0                       | 11                         | 70                       | 9                          | 10                      |
| <b>TOTAL ASWAN</b>                    |                          |                   | <b>10</b>         | <b>0</b> | <b>0</b>  | <b>70</b>                  | <b>20</b>        | <b>10</b>        | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>11</b>                  | <b>70</b>                | <b>9</b>                   | <b>10</b>               |
| HURGHADA                              | EXCEL AIRWAYS LTD        | C                 | 8                 | 0        | 0         | 75                         | 13               | 13               | 0                      | 0                      | 0                       | 9                          | 63                       | 12                         | 8                       |
|                                       | THOMAS COOK AIRLINES LTD | C                 | 8                 | 0        | 0         | 75                         | 25               | 0                | 0                      | 0                      | 0                       | 9                          | 0                        | 0                          | 0                       |
| <b>TOTAL HURGHADA</b>                 |                          |                   | <b>16</b>         | <b>0</b> | <b>0</b>  | <b>75</b>                  | <b>19</b>        | <b>6</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>9</b>                   | <b>78</b>                | <b>8</b>                   | <b>18</b>               |
| LUXOR                                 | BRITANNIA AIRWAYS        | C                 | 9                 | 0        | 0         | 56                         | 22               | 22               | 0                      | 0                      | 0                       | 19                         | 88                       | 2                          | 8                       |
|                                       | MONARCH AIRLINES         | C                 | 10                | 0        | 0         | 80                         | 10               | 10               | 0                      | 0                      | 0                       | 7                          | 50                       | 17                         | 10                      |
| <b>TOTAL LUXOR</b>                    |                          |                   | <b>19</b>         | <b>0</b> | <b>0</b>  | <b>68</b>                  | <b>16</b>        | <b>16</b>        | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>13</b>                  | <b>75</b>                | <b>8</b>                   | <b>28</b>               |
| SHARM EL SHEIKH (OPHIRA)              | BRITANNIA AIRWAYS        | C                 | 9                 | 0        | 0         | 78                         | 22               | 0                | 0                      | 0                      | 0                       | 9                          | 80                       | 7                          | 10                      |
|                                       | EXCEL AIRWAYS LTD        | C                 | 11                | 0        | 0         | 27                         | 18               | 18               | 36                     | 0                      | 0                       | 45                         | 50                       | 36                         | 12                      |
|                                       | MONARCH AIRLINES         | C                 | 16                | 0        | 0         | 75                         | 13               | 0                | 13                     | 0                      | 0                       | 19                         | 67                       | 11                         | 18                      |
|                                       | THOMAS COOK AIRLINES LTD | C                 | 16                | 0        | 0         | 50                         | 6                | 13               | 13                     | 13                     | 6                       | 93                         | 63                       | 118                        | 8                       |
| <b>TOTAL SHARM EL SHEIKH (OPHIRA)</b> |                          |                   | <b>52</b>         | <b>0</b> | <b>0</b>  | <b>58</b>                  | <b>13</b>        | <b>8</b>         | <b>15</b>              | <b>4</b>               | <b>2</b>                | <b>46</b>                  | <b>65</b>                | <b>34</b>                  | <b>48</b>               |
| TABA                                  | ASTRAEUS LTD             | C                 | 28                | 0        | 0         | 61                         | 21               | 14               | 0                      | 4                      | 0                       | 19                         | 100                      | 0                          | 2                       |
|                                       | EXCEL AIRWAYS LTD        | C                 | 11                | 0        | 0         | 82                         | 18               | 0                | 0                      | 0                      | 0                       | 7                          | 50                       | 16                         | 4                       |
|                                       | MONARCH AIRLINES         | C                 | 2                 | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 1                          | 0                        | 0                          | 0                       |

## CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR MARCH 2004

Reporting Airport: GATWICK (Full Analysis)

| ORIGIN / DESTINATION               | AIRLINE                  | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |            |          | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         |                            | MAR 2003                 |                            |                         |
|------------------------------------|--------------------------|-------------------|-------------------|------------|----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                                    |                          |                   | MATCHED           | UNMATCHED  |          | Early to<br>15 mins        | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                                    |                          |                   |                   | Actual (7) | Plan (8) |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| TOTAL TABA                         |                          |                   | 41                | 0          | 0        | 68                         | 20               | 10               | 0                      | 2                      | 0                       | 15                         | 67                       | 14                         | 12                      |
| TOTAL EGYPT                        |                          |                   | 138               | 0          | 0        | 65                         | 17               | 9                | 6                      | 2                      | 1                       | 25                         | 70                       | 20                         | 116                     |
| EQUATORIAL GUINEA                  |                          |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| MALABO                             | ASTRAEUS LTD             | C                 | 9                 | 0          | 0        | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 0                          | 0                        | 0                          | 0                       |
| TOTAL MALABO                       |                          |                   | 9                 | 0          | 0        | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 0                          | 0                        | 123                        | 2                       |
| TOTAL EQUATORIAL GUINEA            |                          |                   | 9                 | 0          | 0        | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 0                          | 0                        | 123                        | 2                       |
| ESTONIA                            |                          |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| TALLIN                             | ESTONIAN AIR             | S                 | 53                | 1          | 0        | 89                         | 8                | 0                | 4                      | 0                      | 0                       | 10                         | 85                       | 10                         | 46                      |
| TOTAL TALLIN                       |                          |                   | 53                | 1          | 0        | 89                         | 8                | 0                | 4                      | 0                      | 0                       | 10                         | 85                       | 10                         | 46                      |
| TOTAL ESTONIA                      |                          |                   | 53                | 1          | 0        | 89                         | 8                | 0                | 4                      | 0                      | 0                       | 10                         | 85                       | 10                         | 46                      |
| FED REP YUGO SERBIA M'ENEGRO       |                          |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| PRISTINA                           | BRITISH AIRWAYS PLC      | S                 | 28                | 0          | 0        | 82                         | 11               | 7                | 0                      | 0                      | 0                       | 8                          | 85                       | 7                          | 26                      |
| TOTAL PRISTINA                     |                          |                   | 28                | 0          | 0        | 82                         | 11               | 7                | 0                      | 0                      | 0                       | 8                          | 85                       | 7                          | 26                      |
| TOTAL FED REP YUGO SERBIA M'ENEGRO |                          |                   | 28                | 0          | 0        | 82                         | 11               | 7                | 0                      | 0                      | 0                       | 8                          | 88                       | 9                          | 50                      |
| FINLAND                            |                          |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| KITTILA                            | MONARCH AIRLINES         | C                 | 7                 | 0          | 0        | 71                         | 0                | 0                | 29                     | 0                      | 0                       | 24                         | 44                       | 18                         | 9                       |
| TOTAL KITTILA                      |                          |                   | 7                 | 0          | 0        | 71                         | 0                | 0                | 29                     | 0                      | 0                       | 24                         | 44                       | 18                         | 9                       |
| ROVANIEMI                          | ASTRAEUS LTD             | C                 | 3                 | 0          | 0        | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 3                          | 0                        | 0                          | 0                       |
| TOTAL ROVANIEMI                    |                          |                   | 3                 | 0          | 0        | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 3                          | 0                        | 0                          | 0                       |
| TAMPERE                            | THOMAS COOK AIRLINES LTD | C                 | 3                 | 0          | 0        | 67                         | 0                | 0                | 33                     | 0                      | 0                       | 49                         | 0                        | 0                          | 0                       |
| TOTAL TAMPERE                      |                          |                   | 3                 | 0          | 0        | 67                         | 0                | 0                | 33                     | 0                      | 0                       | 49                         | 0                        | 0                          | 0                       |
| TOTAL FINLAND                      |                          |                   | 13                | 0          | 0        | 77                         | 0                | 0                | 23                     | 0                      | 0                       | 25                         | 44                       | 18                         | 9                       |
| FRANCE                             |                          |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| BORDEAUX                           | BRIT AIR                 | S                 | 153               | 0          | 0        | 93                         | 6                | 1                | 0                      | 0                      | 0                       | 3                          | 0                        | 0                          | 0                       |
|                                    | BRITISH AIRWAYS PLC      | S                 | 116               | 0          | 0        | 89                         | 5                | 6                | 0                      | 0                      | 0                       | 5                          | 0                        | 0                          | 0                       |
| TOTAL BORDEAUX                     |                          |                   | 269               | 0          | 0        | 91                         | 6                | 3                | 0                      | 0                      | 0                       | 4                          | 84                       | 6                          | 113                     |
| CHAMBERY                           | ASTRAEUS LTD             | C                 | 24                | 0          | 0        | 71                         | 4                | 17               | 8                      | 0                      | 0                       | 21                         | 0                        | 0                          | 0                       |
|                                    | BRITISH AIRWAYS PLC      | C                 | 34                | 13         | 0        | 79                         | 6                | 3                | 12                     | 0                      | 0                       | 16                         | 69                       | 21                         | 48                      |
|                                    | EXCEL AIRWAYS LTD        | C                 | 24                | 0          | 0        | 63                         | 4                | 25               | 8                      | 0                      | 0                       | 23                         | 55                       | 38                         | 20                      |
|                                    | TITAN AIRWAYS LTD        | C                 | 7                 | 0          | 0        | 86                         | 14               | 0                | 0                      | 0                      | 0                       | 7                          | 0                        | 0                          | 0                       |
| TOTAL CHAMBERY                     |                          |                   | 89                | 14         | 0        | 73                         | 6                | 12               | 9                      | 0                      | 0                       | 18                         | 65                       | 26                         | 68                      |
| GRENOBLE                           | BRITISH AIRWAYS PLC      | C                 | 16                | 0          | 0        | 69                         | 25               | 0                | 6                      | 0                      | 0                       | 14                         | 50                       | 24                         | 10                      |
|                                    | FIRST CHOICE AIRWAYS LTD | C                 | 33                | 0          | 0        | 67                         | 18               | 9                | 0                      | 6                      | 0                       | 22                         | 50                       | 34                         | 20                      |
|                                    | MONARCH AIRLINES         | C                 | 9                 | 0          | 0        | 67                         | 11               | 11               | 11                     | 0                      | 0                       | 19                         | 100                      | 7                          | 8                       |
| TOTAL GRENOBLE                     |                          |                   | 58                | 0          | 0        | 67                         | 19               | 7                | 3                      | 3                      | 0                       | 19                         | 61                       | 26                         | 38                      |
| LYON                               | BRITANNIA AIRWAYS        | C                 | 19                | 0          | 0        | 58                         | 16               | 16               | 0                      | 11                     | 0                       | 44                         | 53                       | 35                         | 34                      |
|                                    | BRITISH AIRWAYS PLC      | C                 | 8                 | 0          | 0        | 50                         | 50               | 0                | 0                      | 0                      | 0                       | 14                         | 0                        | 0                          | 0                       |
|                                    | MONARCH AIRLINES         | C                 | 16                | 0          | 0        | 56                         | 13               | 13               | 13                     | 6                      | 0                       | 37                         | 48                       | 42                         | 23                      |
|                                    | MY TRAVEL AIRWAYS UK     | C                 | 8                 | 0          | 0        | 75                         | 13               | 13               | 0                      | 0                      | 0                       | 12                         | 30                       | 35                         | 10                      |

## CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR MARCH 2004

Reporting Airport: GATWICK (Full Analysis)

| ORIGIN / DESTINATION                   | AIRLINE                     | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |            |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         |                            | MAR 2003                 |                            |                         |
|--|-----------------------------|-------------------|-------------------|------------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|  |                             |                   | MATCHED           | UNMATCHED  |           | Early to<br>15 mins        | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|  |                             |                   |                   | Actual (7) | Plan (8)  |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| LYON                                   | THOMAS COOK AIRLINES LTD    | C                 | 32                | 0          | 0         | 75                         | 3                | 6                | 16                     | 0                      | 0                       | 17                         | 80                       | 18                         | 40                      |
| <b>TOTAL LYON</b>                      |                             |                   | <b>84</b>         | <b>0</b>   | <b>0</b>  | <b>64</b>                  | <b>13</b>        | <b>10</b>        | <b>8</b>               | <b>5</b>               | <b>0</b>                | <b>29</b>                  | <b>65</b>                | <b>24</b>                  | <b>144</b>              |
| MARSEILLE                              | BRITISH AIRWAYS PLC         | S                 | 185               | 0          | 0         | 91                         | 5                | 2                | 2                      | 0                      | 0                       | 5                          | 88                       | 6                          | 176                     |
|  | EASYJET AIRLINE COMPANY LTD | S                 | 110               | 0          | 1         | 93                         | 5                | 1                | 1                      | 0                      | 0                       | 4                          | 0                        | 0                          | 0                       |
| <b>TOTAL MARSEILLE</b>                 |                             |                   | <b>295</b>        | <b>0</b>   | <b>1</b>  | <b>92</b>                  | <b>5</b>         | <b>1</b>         | <b>2</b>               | <b>0</b>               | <b>0</b>                | <b>4</b>                   | <b>88</b>                | <b>6</b>                   | <b>176</b>              |
| MONTPELLIER                            | GB AIRWAYS LTD              | S                 | 24                | 0          | 4         | 88                         | 13               | 0                | 0                      | 0                      | 0                       | 6                          | 87                       | 16                         | 46                      |
| <b>TOTAL MONTPELLIER</b>               |                             |                   | <b>24</b>         | <b>0</b>   | <b>4</b>  | <b>88</b>                  | <b>13</b>        | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>6</b>                   | <b>87</b>                | <b>16</b>                  | <b>46</b>               |
| NANTES                                 | GB AIRWAYS LTD              | S                 | 40                | 0          | 6         | 88                         | 0                | 0                | 8                      | 5                      | 0                       | 21                         | 80                       | 9                          | 46                      |
|  | REGIONAL COMPAGNIE AERIENN  | S                 | 157               | 0          | 0         | 88                         | 6                | 4                | 1                      | 0                      | 0                       | 6                          | 92                       | 5                          | 156                     |
| <b>TOTAL NANTES</b>                    |                             |                   | <b>197</b>        | <b>0</b>   | <b>6</b>  | <b>88</b>                  | <b>5</b>         | <b>4</b>         | <b>3</b>               | <b>1</b>               | <b>0</b>                | <b>9</b>                   | <b>89</b>                | <b>6</b>                   | <b>202</b>              |
| NICE                                   | BRITISH AIRWAYS PLC         | S                 | 70                | 0          | 0         | 89                         | 4                | 3                | 4                      | 0                      | 0                       | 7                          | 0                        | 0                          | 0                       |
|  | EASYJET AIRLINE COMPANY LTD | S                 | 83                | 0          | 2         | 81                         | 8                | 8                | 0                      | 2                      | 0                       | 15                         | 84                       | 14                         | 62                      |
|  | MONARCH AIRLINES            | C                 | 2                 | 0          | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 14                         | 0                        | 0                          | 0                       |
| <b>TOTAL NICE</b>                      |                             |                   | <b>155</b>        | <b>0</b>   | <b>2</b>  | <b>85</b>                  | <b>6</b>         | <b>6</b>         | <b>2</b>               | <b>1</b>               | <b>0</b>                | <b>12</b>                  | <b>86</b>                | <b>10</b>                  | <b>124</b>              |
| PARIS (CHARLES DE GAULLE)              | AIR GABON                   | S                 | 3                 | 1          | 0         | 0                          | 0                | 33               | 67                     | 0                      | 0                       | 106                        | 0                        | 0                          | 0                       |
|  | BRITISH AIRWAYS PLC         | S                 | 322               | 0          | 0         | 83                         | 11               | 4                | 2                      | 0                      | 0                       | 8                          | 83                       | 9                          | 376                     |
|  | EXCEL AIRWAYS LTD           | C                 | 2                 | 0          | 0         | 50                         | 0                | 50               | 0                      | 0                      | 0                       | 26                         | 0                        | 0                          | 0                       |
| <b>TOTAL PARIS (CHARLES DE GAULLE)</b> |                             |                   | <b>327</b>        | <b>1</b>   | <b>0</b>  | <b>82</b>                  | <b>11</b>        | <b>4</b>         | <b>2</b>               | <b>0</b>               | <b>0</b>                | <b>9</b>                   | <b>83</b>                | <b>9</b>                   | <b>376</b>              |
| STRASBOURG                             | BRIT AIR                    | S                 | 144               | 0          | 0         | 90                         | 6                | 1                | 3                      | 0                      | 0                       | 7                          | 94                       | 5                          | 143                     |
| <b>TOTAL STRASBOURG</b>                |                             |                   | <b>144</b>        | <b>0</b>   | <b>0</b>  | <b>90</b>                  | <b>6</b>         | <b>1</b>         | <b>3</b>               | <b>0</b>               | <b>0</b>                | <b>7</b>                   | <b>94</b>                | <b>5</b>                   | <b>143</b>              |
| TOULON / HYERES                        | GB AIRWAYS LTD              | S                 | 20                | 0          | 0         | 95                         | 5                | 0                | 0                      | 0                      | 0                       | 4                          | 0                        | 0                          | 0                       |
| <b>TOTAL TOULON / HYERES</b>           |                             |                   | <b>20</b>         | <b>0</b>   | <b>0</b>  | <b>95</b>                  | <b>5</b>         | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>4</b>                   | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| TOULOUSE (BLAGNAC)                     | BRITANNIA AIRWAYS           | C                 | 8                 | 0          | 0         | 88                         | 13               | 0                | 0                      | 0                      | 0                       | 4                          | 76                       | 21                         | 17                      |
|  | BRITISH AIRWAYS PLC         | S                 | 185               | 1          | 0         | 85                         | 10               | 3                | 2                      | 0                      | 0                       | 7                          | 85                       | 10                         | 182                     |
|  | EASYJET AIRLINE COMPANY LTD | S                 | 124               | 0          | 0         | 85                         | 9                | 2                | 3                      | 0                      | 0                       | 7                          | 0                        | 0                          | 0                       |
|  | FIRST CHOICE AIRWAYS LTD    | C                 | 8                 | 0          | 0         | 50                         | 25               | 0                | 25                     | 0                      | 0                       | 41                         | 60                       | 13                         | 10                      |
|  | FLYBE.BRITISH EUROPEAN      | C                 | 2                 | 0          | 0         | 0                          | 0                | 0                | 100                    | 0                      | 0                       | 80                         | 0                        | 0                          | 0                       |
|  | MONARCH AIRLINES            | C                 | 16                | 0          | 0         | 69                         | 13               | 6                | 13                     | 0                      | 0                       | 17                         | 67                       | 39                         | 18                      |
|  | THOMAS COOK AIRLINES LTD    | C                 | 7                 | 0          | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 3                          | 89                       | 6                          | 9                       |
| <b>TOTAL TOULOUSE (BLAGNAC)</b>        |                             |                   | <b>350</b>        | <b>1</b>   | <b>0</b>  | <b>84</b>                  | <b>10</b>        | <b>3</b>         | <b>4</b>               | <b>0</b>               | <b>0</b>                | <b>8</b>                   | <b>82</b>                | <b>14</b>                  | <b>256</b>              |
| <b>TOTAL FRANCE</b>                    |                             |                   | <b>2012</b>       | <b>17</b>  | <b>13</b> | <b>85</b>                  | <b>8</b>         | <b>4</b>         | <b>3</b>               | <b>0</b>               | <b>0</b>                | <b>9</b>                   | <b>83</b>                | <b>11</b>                  | <b>1780</b>             |
| <b>GABON</b>                           |                             |                   |                   |            |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| LIBREVILLE                             | AIR GABON                   | S                 | 7                 | 1          | 2         | 0                          | 57               | 14               | 29                     | 0                      | 0                       | 54                         | 0                        | 230                        | 8                       |
| <b>TOTAL LIBREVILLE</b>                |                             |                   | <b>7</b>          | <b>1</b>   | <b>2</b>  | <b>0</b>                   | <b>57</b>        | <b>14</b>        | <b>29</b>              | <b>0</b>               | <b>0</b>                | <b>54</b>                  | <b>0</b>                 | <b>230</b>                 | <b>8</b>                |
| <b>TOTAL GABON</b>                     |                             |                   | <b>7</b>          | <b>1</b>   | <b>2</b>  | <b>0</b>                   | <b>57</b>        | <b>14</b>        | <b>29</b>              | <b>0</b>               | <b>0</b>                | <b>54</b>                  | <b>0</b>                 | <b>230</b>                 | <b>8</b>                |
| <b>GAMBIA</b>                          |                             |                   |                   |            |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| BANJUL                                 | FIRST CHOICE AIRWAYS LTD    | C                 | 8                 | 0          | 0         | 63                         | 13               | 25               | 0                      | 0                      | 0                       | 17                         | 50                       | 20                         | 8                       |
|  | GAMBIA INTERNATIONAL AIRWAY | S                 | 8                 | 0          | 0         | 50                         | 13               | 38               | 0                      | 0                      | 0                       | 23                         | 0                        | 0                          | 0                       |
|  | MONARCH AIRLINES            | C                 | 18                | 0          | 0         | 28                         | 17               | 28               | 28                     | 0                      | 0                       | 42                         | 40                       | 33                         | 10                      |
|  | MY TRAVEL AIRWAYS UK        | C                 | 8                 | 0          | 0         | 75                         | 0                | 13               | 13                     | 0                      | 0                       | 21                         | 13                       | 75                         | 8                       |
|  | THOMAS COOK AIRLINES LTD    | C                 | 8                 | 0          | 0         | 50                         | 50               | 0                | 0                      | 0                      | 0                       | 14                         | 75                       | 15                         | 8                       |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

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|----------------------|-----------------------------|-------------------|-------------------|------------|----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                      |                             |                   | MATCHED           | UNMATCHED  |          | Early to<br>15 mins        | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                      |                             |                   |                   | Actual (7) | Plan (8) |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| TOTAL BANJUL         |                             |                   | 50                | 0          | 0        | 48                         | 18               | 22               | 12                     | 0                      | 0                       | 27                         | 47                       | 32                         | 45                      |
| TOTAL GAMBIA         |                             |                   | 50                | 0          | 0        | 48                         | 18               | 22               | 12                     | 0                      | 0                       | 27                         | 47                       | 32                         | 45                      |
| <b>GERMANY</b>       |                             |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| BERLIN (TEGEL)       | DEUTSCHE BA                 | S                 | 54                | 0          | 0        | 83                         | 11               | 6                | 0                      | 0                      | 0                       | 5                          | 0                        | 0                          | 0                       |
| TOTAL BERLIN (TEGEL) |                             |                   | 54                | 0          | 0        | 83                         | 11               | 6                | 0                      | 0                      | 0                       | 5                          | 0                        | 0                          | 0                       |
| FRANKFURT MAIN       | BRITISH AIRWAYS PLC         | S                 | 106               | 0          | 0        | 86                         | 5                | 7                | 3                      | 0                      | 0                       | 8                          | 84                       | 8                          | 159                     |
| TOTAL FRANKFURT MAIN |                             |                   | 106               | 1          | 0        | 86                         | 5                | 7                | 3                      | 0                      | 0                       | 8                          | 84                       | 8                          | 159                     |
| HANOVER              | BRITISH AIRWAYS PLC         | S                 | 160               | 0          | 0        | 86                         | 9                | 4                | 1                      | 0                      | 0                       | 7                          | 0                        | 0                          | 0                       |
| TOTAL HANOVER        |                             |                   | 160               | 0          | 0        | 86                         | 9                | 4                | 1                      | 0                      | 0                       | 7                          | 79                       | 12                         | 154                     |
| MUNICH               | BRITISH AIRWAYS PLC         | S                 | 175               | 0          | 0        | 86                         | 10               | 2                | 1                      | 0                      | 0                       | 6                          | 91                       | 4                          | 11                      |
| TOTAL MUNICH         |                             |                   | 175               | 0          | 0        | 86                         | 10               | 2                | 1                      | 0                      | 0                       | 6                          | 78                       | 14                         | 175                     |
| TOTAL GERMANY        |                             |                   | 496               | 2          | 0        | 86                         | 9                | 4                | 1                      | 0                      | 0                       | 7                          | 80                       | 11                         | 798                     |
| <b>GHANA</b>         |                             |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| ACCRA                | BRITANNIA AIRWAYS           | C                 | 5                 | 0          | 0        | 40                         | 0                | 40               | 20                     | 0                      | 0                       | 48                         | 0                        | 0                          | 0                       |
| TOTAL ACCRA          |                             |                   | 5                 | 0          | 0        | 40                         | 0                | 40               | 20                     | 0                      | 0                       | 48                         | 0                        | 0                          | 0                       |
| TOTAL GHANA          |                             |                   | 5                 | 0          | 0        | 40                         | 0                | 40               | 20                     | 0                      | 0                       | 48                         | 0                        | 0                          | 0                       |
| <b>GIBRALTAR</b>     |                             |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| GIBRALTAR            | GB AIRWAYS LTD              | S                 | 109               | 1          | 1        | 75                         | 8                | 9                | 6                      | 2                      | 0                       | 18                         | 74                       | 15                         | 117                     |
| TOTAL GIBRALTAR      |                             |                   | 109               | 1          | 1        | 75                         | 8                | 9                | 6                      | 2                      | 0                       | 18                         | 74                       | 15                         | 117                     |
| TOTAL GIBRALTAR      |                             |                   | 109               | 1          | 1        | 75                         | 8                | 9                | 6                      | 2                      | 0                       | 18                         | 74                       | 15                         | 117                     |
| <b>GREECE</b>        |                             |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| ATHENS               | EASYJET AIRLINE COMPANY LTD | S                 | 62                | 0          | 0        | 85                         | 15               | 0                | 0                      | 0                      | 0                       | 7                          | 79                       | 13                         | 62                      |
|                      | HELLAS JET                  | S                 | 54                | 0          | 2        | 74                         | 7                | 13               | 6                      | 0                      | 0                       | 14                         | 0                        | 0                          | 0                       |
|                      | MONARCH AIRLINES            | C                 | 3                 | 0          | 0        | 0                          | 33               | 33               | 0                      | 0                      | 33                      | 240                        | 0                        | 0                          | 0                       |
|                      | MY TRAVEL AIRWAYS UK        | C                 | 2                 | 0          | 0        | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 7                          | 0                        | 0                          | 0                       |
| TOTAL ATHENS         |                             |                   | 124               | 0          | 2        | 77                         | 11               | 8                | 3                      | 0                      | 1                       | 18                         | 80                       | 12                         | 66                      |
| RHODES               | EUROPEAN AIR CHARTER        | C                 | 2                 | 0          | 0        | 0                          | 100              | 0                | 0                      | 0                      | 0                       | 25                         | 0                        | 0                          | 0                       |
| TOTAL RHODES         |                             |                   | 2                 | 0          | 0        | 0                          | 100              | 0                | 0                      | 0                      | 0                       | 25                         | 0                        | 0                          | 0                       |
| SALONIKA             | AUSTRIAN AIRLINES           | C                 | 2                 | 0          | 0        | 0                          | 0                | 100              | 0                      | 0                      | 0                       | 57                         | 0                        | 0                          | 0                       |
|                      | OLYMPIC AIRWAYS             | S                 | 44                | 0          | 0        | 75                         | 18               | 7                | 0                      | 0                      | 0                       | 8                          | 86                       | 26                         | 42                      |
| TOTAL SALONIKA       |                             |                   | 49                | 1          | 0        | 67                         | 18               | 12               | 2                      | 0                      | 0                       | 14                         | 86                       | 26                         | 42                      |
| TOTAL GREECE         |                             |                   | 175               | 1          | 2        | 73                         | 14               | 9                | 3                      | 0                      | 1                       | 17                         | 82                       | 18                         | 108                     |
| <b>GRENADA</b>       |                             |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| GRENADA              | BRITISH AIRWAYS PLC         | S                 | 18                | 0          | 0        | 72                         | 11               | 17               | 0                      | 0                      | 0                       | 11                         | 94                       | 3                          | 18                      |
|                      | EXCEL AIRWAYS LTD           | C                 | 13                | 0          | 0        | 62                         | 0                | 0                | 31                     | 8                      | 0                       | 55                         | 0                        | 0                          | 0                       |
|                      | VIRGIN ATLANTIC AIRWAYS LTD | S                 | 10                | 0          | 0        | 50                         | 30               | 20               | 0                      | 0                      | 0                       | 16                         | 0                        | 0                          | 0                       |
| TOTAL GRENADA        |                             |                   | 41                | 0          | 0        | 63                         | 12               | 12               | 10                     | 2                      | 0                       | 26                         | 66                       | 27                         | 32                      |
| TOTAL GRENADA        |                             |                   | 41                | 0          | 0        | 63                         | 12               | 12               | 10                     | 2                      | 0                       | 26                         | 66                       | 27                         | 32                      |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR MARCH 2004

Reporting Airport: GATWICK (Full Analysis)

| ORIGIN / DESTINATION      | AIRLINE                  | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         |                            | MAR 2003                 |                            |                         |
|---------------------------|--------------------------|-------------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                           |                          |                   | MATCHED           |          | UNMATCHED | Early to<br>15 mins        | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                           |                          |                   | Actual (7)        | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| <b>HUNGARY</b>            |                          |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| BUDAPEST                  | BRITISH AIRWAYS PLC      | S                 | 6                 | 0        | 0         | 67                         | 33               | 0                | 0                      | 0                      | 0                       | 11                         | 0                        | 0                          | 0                       |
| TOTAL BUDAPEST            |                          |                   | 6                 | 0        | 0         | 67                         | 33               | 0                | 0                      | 0                      | 0                       | 11                         | 94                       | 3                          | 36                      |
| TOTAL HUNGARY             |                          |                   | 6                 | 0        | 0         | 67                         | 33               | 0                | 0                      | 0                      | 0                       | 11                         | 94                       | 3                          | 36                      |
| <b>INDIA</b>              |                          |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| AMRITSAR                  | MONARCH AIRLINES         | C                 | 9                 | 0        | 0         | 44                         | 11               | 11               | 11                     | 22                     | 0                       | 82                         | 0                        | 0                          | 0                       |
| TOTAL AMRITSAR            |                          |                   | 9                 | 0        | 0         | 44                         | 11               | 11               | 11                     | 22                     | 0                       | 82                         | 0                        | 0                          | 0                       |
| GOA                       | FIRST CHOICE AIRWAYS LTD | C                 | 16                | 0        | 0         | 75                         | 13               | 0                | 0                      | 13                     | 0                       | 28                         | 44                       | 33                         | 18                      |
|                           | MONARCH AIRLINES         | C                 | 32                | 0        | 0         | 53                         | 6                | 19               | 9                      | 9                      | 3                       | 68                         | 22                       | 134                        | 27                      |
| TOTAL GOA                 |                          |                   | 48                | 0        | 0         | 60                         | 8                | 13               | 6                      | 10                     | 2                       | 54                         | 40                       | 81                         | 53                      |
| TRIVANDRUM                | MONARCH AIRLINES         | C                 | 8                 | 0        | 0         | 75                         | 0                | 0                | 13                     | 0                      | 13                      | 101                        | 0                        | 0                          | 0                       |
| TOTAL TRIVANDRUM          |                          |                   | 8                 | 0        | 0         | 75                         | 0                | 0                | 13                     | 0                      | 13                      | 101                        | 56                       | 37                         | 9                       |
| TOTAL INDIA               |                          |                   | 65                | 0        | 0         | 60                         | 8                | 11               | 8                      | 11                     | 3                       | 64                         | 42                       | 74                         | 62                      |
| <b>IRISH REPUBLIC</b>     |                          |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| DUBLIN                    | BRITISH AIRWAYS PLC      | S                 | 236               | 0        | 0         | 87                         | 4                | 3                | 4                      | 0                      | 0                       | 15                         | 0                        | 0                          | 0                       |
|                           | RYANAIR                  | S                 | 308               | 0        | 10        | 91                         | 4                | 3                | 3                      | 0                      | 0                       | 6                          | 81                       | 12                         | 248                     |
| TOTAL DUBLIN              |                          |                   | 544               | 0        | 10        | 89                         | 4                | 3                | 3                      | 0                      | 0                       | 10                         | 77                       | 15                         | 613                     |
| TOTAL IRISH REPUBLIC      |                          |                   | 544               | 0        | 10        | 89                         | 4                | 3                | 3                      | 0                      | 0                       | 10                         | 77                       | 15                         | 614                     |
| <b>ISRAEL</b>             |                          |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| TEL AVIV                  | ARKIA                    | C                 | 2                 | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 7                          | 0                        | 0                          | 0                       |
|                           | ISRAIR LTD               | C                 | 26                | 0        | 0         | 50                         | 19               | 23               | 8                      | 0                      | 0                       | 23                         | 0                        | 0                          | 0                       |
| TOTAL TEL AVIV            |                          |                   | 28                | 0        | 0         | 54                         | 18               | 21               | 7                      | 0                      | 0                       | 22                         | 0                        | 0                          | 0                       |
| TOTAL ISRAEL              |                          |                   | 28                | 0        | 0         | 54                         | 18               | 21               | 7                      | 0                      | 0                       | 22                         | 0                        | 0                          | 0                       |
| <b>ITALY</b>              |                          |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| BARI (PALESE)             | BRITISH AIRWAYS PLC      | S                 | 2                 | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 3                          | 0                        | 0                          | 0                       |
| TOTAL BARI (PALESE)       |                          |                   | 2                 | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 3                          | 0                        | 0                          | 0                       |
| BERGAMO                   | ASTRAEUS LTD             | C                 | 8                 | 0        | 0         | 75                         | 13               | 13               | 0                      | 0                      | 0                       | 10                         | 0                        | 0                          | 0                       |
|                           | THOMAS COOK AIRLINES LTD | C                 | 8                 | 0        | 0         | 88                         | 13               | 0                | 0                      | 0                      | 0                       | 6                          | 0                        | 0                          | 0                       |
| TOTAL BERGAMO             |                          |                   | 16                | 0        | 0         | 81                         | 13               | 6                | 0                      | 0                      | 0                       | 8                          | 45                       | 24                         | 20                      |
| BOLOGNA                   | BRITISH AIRWAYS PLC      | S                 | 177               | 0        | 0         | 86                         | 8                | 4                | 1                      | 1                      | 0                       | 10                         | 76                       | 11                         | 176                     |
| TOTAL BOLOGNA             |                          |                   | 177               | 0        | 0         | 86                         | 8                | 4                | 1                      | 1                      | 0                       | 10                         | 76                       | 11                         | 176                     |
| BRESCIA/MONTICHIARI       | FIRST CHOICE AIRWAYS LTD | C                 | 2                 | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 0                          | 0                        | 0                          | 0                       |
| TOTAL BRESCIA/MONTICHIARI |                          |                   | 2                 | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 0                          | 0                        | 0                          | 0                       |
| CAGLIARI (ELMAS)          | EXCEL AIRWAYS LTD        | C                 | 2                 | 0        | 0         | 50                         | 0                | 0                | 50                     | 0                      | 0                       | 40                         | 0                        | 0                          | 0                       |
| TOTAL CAGLIARI (ELMAS)    |                          |                   | 2                 | 0        | 0         | 50                         | 0                | 0                | 50                     | 0                      | 0                       | 40                         | 0                        | 0                          | 0                       |
| FLORENCE                  | MERIDIANA AIR            | S                 | 80                | 0        | 2         | 80                         | 6                | 8                | 4                      | 3                      | 0                       | 15                         | 78                       | 11                         | 123                     |
| TOTAL FLORENCE            |                          |                   | 80                | 0        | 2         | 80                         | 6                | 8                | 4                      | 3                      | 0                       | 15                         | 78                       | 11                         | 123                     |
| GENOA                     | BRITISH AIRWAYS PLC      | S                 | 61                | 0        | 1         | 97                         | 2                | 2                | 0                      | 0                      | 0                       | 2                          | 89                       | 9                          | 62                      |

## CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR MARCH 2004

Reporting Airport: GATWICK (Full Analysis)

| ORIGIN / DESTINATION          | AIRLINE                     | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         |                            | MAR 2003                 |                            |                         |
|-------------------------------|-----------------------------|-------------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                               |                             |                   | MATCHED           |          | UNMATCHED | Early to<br>15 mins        | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                               |                             |                   | Actual (7)        | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| <b>TOTAL GENOA</b>            |                             |                   | <b>61</b>         | <b>0</b> | <b>1</b>  | <b>97</b>                  | <b>2</b>         | <b>2</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>2</b>                   | <b>89</b>                | <b>9</b>                   | 62                      |
| MILAN (LINATE)                | EASYJET AIRLINE COMPANY LTD | S                 | 62                | 0        | 0         | 73                         | 15               | 5                | 5                      | 3                      | 0                       | 20                         | 0                        | 0                          | 0                       |
| <b>TOTAL MILAN (LINATE)</b>   |                             |                   | <b>62</b>         | <b>0</b> | <b>0</b>  | <b>73</b>                  | <b>15</b>        | <b>5</b>         | <b>5</b>               | <b>3</b>               | <b>0</b>                | <b>20</b>                  | <b>0</b>                 | <b>0</b>                   | 0                       |
| NAPLES                        | BRITANNIA AIRWAYS           | C                 | 7                 | 0        | 0         | 86                         | 0                | 14               | 0                      | 0                      | 0                       | 7                          | 86                       | 7                          | 7                       |
|                               | BRITISH AIRWAYS PLC         | S                 | 134               | 0        | 0         | 85                         | 9                | 1                | 3                      | 1                      | 1                       | 12                         | 81                       | 10                         | 128                     |
| <b>TOTAL NAPLES</b>           |                             |                   | <b>141</b>        | <b>0</b> | <b>0</b>  | <b>85</b>                  | <b>9</b>         | <b>2</b>         | <b>3</b>               | <b>1</b>               | <b>1</b>                | <b>12</b>                  | <b>81</b>                | <b>10</b>                  | 137                     |
| PISA                          | BRITISH AIRWAYS PLC         | S                 | 131               | 0        | 0         | 84                         | 14               | 2                | 0                      | 0                      | 0                       | 6                          | 81                       | 14                         | 128                     |
|                               | MERIDIANA AIR               | S                 | 4                 | 0        | 0         | 75                         | 25               | 0                | 0                      | 0                      | 0                       | 11                         | 0                        | 0                          | 0                       |
| <b>TOTAL PISA</b>             |                             |                   | <b>135</b>        | <b>0</b> | <b>0</b>  | <b>84</b>                  | <b>14</b>        | <b>2</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>6</b>                   | <b>81</b>                | <b>14</b>                  | 128                     |
| ROME (FIUMICINO)              | BRITISH AIRWAYS PLC         | S                 | 62                | 0        | 0         | 81                         | 6                | 8                | 5                      | 0                      | 0                       | 11                         | 74                       | 13                         | 62                      |
| <b>TOTAL ROME (FIUMICINO)</b> |                             |                   | <b>62</b>         | <b>0</b> | <b>0</b>  | <b>81</b>                  | <b>6</b>         | <b>8</b>         | <b>5</b>               | <b>0</b>               | <b>0</b>                | <b>11</b>                  | <b>63</b>                | <b>17</b>                  | 104                     |
| TURIN                         | ASTRAEUS LTD                | C                 | 4                 | 0        | 0         | 75                         | 0                | 0                | 0                      | 25                     | 0                       | 64                         | 0                        | 0                          | 0                       |
|                               | BRITANNIA AIRWAYS           | C                 | 16                | 0        | 0         | 81                         | 19               | 0                | 0                      | 0                      | 0                       | 7                          | 50                       | 38                         | 10                      |
|                               | BRITISH AIRWAYS PLC         | S                 | 116               | 0        | 0         | 75                         | 15               | 9                | 1                      | 0                      | 0                       | 10                         | 0                        | 0                          | 0                       |
|                               | EUROPEAN AIR CHARTER        | C                 | 4                 | 0        | 0         | 0                          | 75               | 25               | 0                      | 0                      | 0                       | 28                         | 73                       | 8                          | 15                      |
|                               | FIRST CHOICE AIRWAYS LTD    | C                 | 16                | 0        | 0         | 63                         | 19               | 19               | 0                      | 0                      | 0                       | 14                         | 65                       | 28                         | 17                      |
|                               | MONARCH AIRLINES            | C                 | 8                 | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 2                          | 60                       | 48                         | 10                      |
|                               | THOMAS COOK AIRLINES LTD    | C                 | 23                | 0        | 0         | 74                         | 4                | 9                | 13                     | 0                      | 0                       | 16                         | 67                       | 9                          | 9                       |
| <b>TOTAL TURIN</b>            |                             |                   | <b>187</b>        | <b>0</b> | <b>0</b>  | <b>74</b>                  | <b>14</b>        | <b>9</b>         | <b>2</b>               | <b>1</b>               | <b>0</b>                | <b>12</b>                  | <b>60</b>                | <b>33</b>                  | 78                      |
| VENICE                        | BRITISH AIRWAYS PLC         | S                 | 131               | 0        | 1         | 87                         | 11               | 2                | 0                      | 0                      | 0                       | 6                          | 78                       | 14                         | 186                     |
| <b>TOTAL VENICE</b>           |                             |                   | <b>131</b>        | <b>0</b> | <b>1</b>  | <b>87</b>                  | <b>11</b>        | <b>2</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>6</b>                   | <b>79</b>                | <b>14</b>                  | 302                     |
| VERONA                        | BRITANNIA AIRWAYS           | C                 | 8                 | 0        | 0         | 63                         | 38               | 0                | 0                      | 0                      | 0                       | 13                         | 0                        | 0                          | 0                       |
|                               | BRITISH AIRWAYS PLC         | S                 | 70                | 0        | 0         | 67                         | 16               | 13               | 3                      | 1                      | 0                       | 18                         | 84                       | 9                          | 62                      |
|                               | FIRST CHOICE AIRWAYS LTD    | C                 | 6                 | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 5                          | 60                       | 24                         | 10                      |
| <b>TOTAL VERONA</b>           |                             |                   | <b>84</b>         | <b>0</b> | <b>0</b>  | <b>69</b>                  | <b>17</b>        | <b>11</b>        | <b>2</b>               | <b>1</b>               | <b>0</b>                | <b>17</b>                  | <b>80</b>                | <b>11</b>                  | 82                      |
| <b>TOTAL ITALY</b>            |                             |                   | <b>1142</b>       | <b>0</b> | <b>4</b>  | <b>82</b>                  | <b>11</b>        | <b>5</b>         | <b>2</b>               | <b>1</b>               | <b>0</b>                | <b>11</b>                  | <b>76</b>                | <b>14</b>                  | 1231                    |
| JAMAICA                       |                             |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| KINGSTON                      | BRITISH AIRWAYS PLC         | S                 | 27                | 0        | 0         | 63                         | 15               | 15               | 7                      | 0                      | 0                       | 20                         | 38                       | 21                         | 26                      |
| <b>TOTAL KINGSTON</b>         |                             |                   | <b>27</b>         | <b>0</b> | <b>0</b>  | <b>63</b>                  | <b>15</b>        | <b>15</b>        | <b>7</b>               | <b>0</b>               | <b>0</b>                | <b>20</b>                  | <b>38</b>                | <b>21</b>                  | 26                      |
| MONTEGO BAY                   | BRITANNIA AIRWAYS           | C                 | 10                | 0        | 0         | 50                         | 40               | 10               | 0                      | 0                      | 0                       | 15                         | 0                        | 0                          | 0                       |
|                               | MY TRAVEL AIRWAYS UK        | C                 | 13                | 0        | 0         | 62                         | 15               | 8                | 15                     | 0                      | 0                       | 21                         | 50                       | 33                         | 18                      |
| <b>TOTAL MONTEGO BAY</b>      |                             |                   | <b>23</b>         | <b>0</b> | <b>0</b>  | <b>57</b>                  | <b>26</b>        | <b>9</b>         | <b>9</b>               | <b>0</b>               | <b>0</b>                | <b>18</b>                  | <b>50</b>                | <b>31</b>                  | 26                      |
| <b>TOTAL JAMAICA</b>          |                             |                   | <b>50</b>         | <b>0</b> | <b>0</b>  | <b>60</b>                  | <b>20</b>        | <b>12</b>        | <b>8</b>               | <b>0</b>               | <b>0</b>                | <b>19</b>                  | <b>44</b>                | <b>26</b>                  | 52                      |
| KENYA                         |                             |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| MOMBASA                       | AFRICAN SAFARI AIRWAYS-ASA  | C                 | 8                 | 0        | 0         | 63                         | 13               | 0                | 25                     | 0                      | 0                       | 34                         | 80                       | 7                          | 10                      |
| <b>TOTAL MOMBASA</b>          |                             |                   | <b>8</b>          | <b>0</b> | <b>0</b>  | <b>63</b>                  | <b>13</b>        | <b>0</b>         | <b>25</b>              | <b>0</b>               | <b>0</b>                | <b>34</b>                  | <b>66</b>                | <b>24</b>                  | 32                      |
| <b>TOTAL KENYA</b>            |                             |                   | <b>9</b>          | <b>4</b> | <b>0</b>  | <b>56</b>                  | <b>11</b>        | <b>0</b>         | <b>33</b>              | <b>0</b>               | <b>0</b>                | <b>39</b>                  | <b>66</b>                | <b>24</b>                  | 32                      |
| LITHUANIA                     |                             |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| VILNIUS                       | LITHUANIA AIRLINES          | S                 | 84                | 0        | 0         | 99                         | 0                | 1                | 0                      | 0                      | 0                       | 3                          | 77                       | 13                         | 62                      |
| <b>TOTAL VILNIUS</b>          |                             |                   | <b>84</b>         | <b>0</b> | <b>0</b>  | <b>99</b>                  | <b>0</b>         | <b>1</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>3</b>                   | <b>77</b>                | <b>13</b>                  | 62                      |

## CAA AIRLINE / AIRPORT REPORTING SYSTEM

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Reporting Airport: GATWICK (Full Analysis)

| ORIGIN / DESTINATION     | AIRLINE                     | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |            |          | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         |                            | MAR 2003                 |                            |                         |
|--------------------------|-----------------------------|-------------------|-------------------|------------|----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                          |                             |                   | MATCHED           | UNMATCHED  |          | Early to<br>15 mins        | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                          |                             |                   |                   | Actual (7) | Plan (8) |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| TOTAL LITHUANIA          |                             |                   | 84                | 0          | 0        | 99                         | 0                | 1                | 0                      | 0                      | 0                       | 3                          | 77                       | 13                         | 62                      |
| LUXEMBOURG               |                             |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| LUXEMBOURG               | BRITISH AIRWAYS PLC         | S                 | 100               | 0          | 0        | 84                         | 10               | 5                | 1                      | 0                      | 0                       | 6                          | 0                        | 0                          | 0                       |
| TOTAL LUXEMBOURG         |                             |                   | 100               | 0          | 0        | 84                         | 10               | 5                | 1                      | 0                      | 0                       | 6                          | 91                       | 5                          | 92                      |
| TOTAL LUXEMBOURG         |                             |                   | 100               | 0          | 0        | 84                         | 10               | 5                | 1                      | 0                      | 0                       | 6                          | 91                       | 5                          | 92                      |
| MALDIVE ISLANDS          |                             |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| MALE INTERNATIONAL       | BRITANNIA AIRWAYS           | C                 | 9                 | 0          | 0        | 67                         | 33               | 0                | 0                      | 0                      | 0                       | 9                          | 0                        | 0                          | 0                       |
|                          | FIRST CHOICE AIRWAYS LTD    | C                 | 9                 | 0          | 0        | 78                         | 11               | 0                | 0                      | 11                     | 0                       | 25                         | 50                       | 18                         | 10                      |
|                          | MONARCH AIRLINES            | C                 | 15                | 0          | 0        | 47                         | 13               | 20               | 20                     | 0                      | 0                       | 31                         | 50                       | 33                         | 10                      |
|                          | MY TRAVEL AIRWAYS UK        | C                 | 8                 | 0          | 0        | 75                         | 0                | 13               | 0                      | 0                      | 13                      | 154                        | 50                       | 20                         | 10                      |
| TOTAL MALE INTERNATIONAL |                             |                   | 41                | 0          | 0        | 63                         | 15               | 10               | 7                      | 2                      | 2                       | 49                         | 50                       | 24                         | 30                      |
| TOTAL MALDIVE ISLANDS    |                             |                   | 41                | 0          | 0        | 63                         | 15               | 10               | 7                      | 2                      | 2                       | 49                         | 50                       | 24                         | 30                      |
| MALTA                    |                             |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| MALTA                    | AIR MALTA                   | S                 | 66                | 0          | 0        | 83                         | 11               | 5                | 2                      | 0                      | 0                       | 7                          | 89                       | 6                          | 65                      |
|                          | ASTRAEUS LTD                | S                 | 16                | 0          | 0        | 94                         | 6                | 0                | 0                      | 0                      | 0                       | 6                          | 82                       | 11                         | 17                      |
|                          | BRITANNIA AIRWAYS           | C                 | 10                | 0          | 0        | 90                         | 10               | 0                | 0                      | 0                      | 0                       | 4                          | 81                       | 17                         | 16                      |
|                          | FIRST CHOICE AIRWAYS LTD    | C                 | 10                | 0          | 0        | 80                         | 20               | 0                | 0                      | 0                      | 0                       | 10                         | 50                       | 20                         | 8                       |
|                          | GB AIRWAYS LTD              | S                 | 54                | 0          | 0        | 81                         | 15               | 0                | 2                      | 2                      | 0                       | 14                         | 63                       | 19                         | 62                      |
| TOTAL MALTA              |                             |                   | 156               | 0          | 0        | 84                         | 12               | 2                | 1                      | 1                      | 0                       | 9                          | 76                       | 13                         | 178                     |
| TOTAL MALTA              |                             |                   | 156               | 0          | 0        | 84                         | 12               | 2                | 1                      | 1                      | 0                       | 9                          | 76                       | 13                         | 178                     |
| MEXICO                   |                             |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| CANCUN                   | BRITANNIA AIRWAYS           | C                 | 10                | 0          | 0        | 90                         | 0                | 10               | 0                      | 0                      | 0                       | 9                          | 78                       | 19                         | 9                       |
|                          | FIRST CHOICE AIRWAYS LTD    | C                 | 12                | 0          | 0        | 42                         | 8                | 25               | 0                      | 25                     | 0                       | 67                         | 63                       | 28                         | 8                       |
|                          | MY TRAVEL AIRWAYS UK        | C                 | 9                 | 0          | 0        | 56                         | 11               | 22               | 11                     | 0                      | 0                       | 25                         | 11                       | 46                         | 9                       |
| TOTAL CANCUN             |                             |                   | 31                | 0          | 0        | 61                         | 6                | 19               | 3                      | 10                     | 0                       | 36                         | 50                       | 31                         | 26                      |
| PUERTO VALLARTA          | FIRST CHOICE AIRWAYS LTD    | C                 | 3                 | 0          | 0        | 0                          | 33               | 33               | 33                     | 0                      | 0                       | 69                         | 30                       | 120                        | 10                      |
| TOTAL PUERTO VALLARTA    |                             |                   | 3                 | 0          | 0        | 0                          | 33               | 33               | 33                     | 0                      | 0                       | 69                         | 30                       | 120                        | 10                      |
| TOTAL MEXICO             |                             |                   | 34                | 0          | 0        | 56                         | 9                | 21               | 6                      | 9                      | 0                       | 39                         | 41                       | 57                         | 39                      |
| MOROCCO                  |                             |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| AGADIR                   | GB AIRWAYS LTD              | S                 | 9                 | 0          | 0        | 78                         | 11               | 0                | 11                     | 0                      | 0                       | 10                         | 80                       | 13                         | 5                       |
|                          | THOMAS COOK AIRLINES LTD    | C                 | 8                 | 0          | 0        | 50                         | 0                | 25               | 25                     | 0                      | 0                       | 39                         | 0                        | 0                          | 0                       |
| TOTAL AGADIR             |                             |                   | 18                | 0          | 0        | 61                         | 6                | 11               | 17                     | 6                      | 0                       | 42                         | 93                       | 6                          | 15                      |
| MARRAKESH                | GB AIRWAYS LTD              | S                 | 27                | 0          | 0        | 74                         | 7                | 7                | 11                     | 0                      | 0                       | 17                         | 83                       | 6                          | 23                      |
|                          | ROYAL AIR MAROC             | S                 | 24                | 0          | 0        | 92                         | 8                | 0                | 0                      | 0                      | 0                       | 5                          | 60                       | 15                         | 10                      |
| TOTAL MARRAKESH          |                             |                   | 53                | 0          | 0        | 81                         | 8                | 4                | 8                      | 0                      | 0                       | 13                         | 80                       | 8                          | 41                      |
| TOTAL MOROCCO            |                             |                   | 71                | 0          | 0        | 76                         | 7                | 6                | 10                     | 1                      | 0                       | 21                         | 81                       | 8                          | 72                      |
| NETHERLANDS              |                             |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| AMSTERDAM                | BRITISH AIRWAYS PLC         | S                 | 374               | 0          | 0        | 88                         | 7                | 3                | 2                      | 0                      | 0                       | 7                          | 0                        | 0                          | 0                       |
|                          | EASYJET AIRLINE COMPANY LTD | S                 | 240               | 0          | 0        | 83                         | 8                | 6                | 3                      | 0                      | 0                       | 9                          | 74                       | 16                         | 291                     |



CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR MARCH 2004

Reporting Airport: GATWICK (Full Analysis)

| ORIGIN / DESTINATION               | AIRLINE                     | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         |                            | MAR 2003                 |                            |                         |
|------------------------------------|-----------------------------|-------------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                                    |                             |                   | MATCHED           |          | UNMATCHED | Early to<br>15 mins        | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                                    |                             |                   | Actual (7)        | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| TOTAL AMSTERDAM                    |                             |                   | 614               | 0        | 0         | 86                         | 7                | 4                | 3                      | 0                      | 0                       | 8                          | 79                       | 12                         | 678                     |
| TOTAL NETHERLANDS                  |                             |                   | 614               | 0        | 0         | 86                         | 7                | 4                | 3                      | 0                      | 0                       | 8                          | 79                       | 12                         | 678                     |
| <b>NIGERIA</b>                     |                             |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| PORT HARCOURT                      | VIRGIN ATLANTIC AIRWAYS LTD | S                 | 14                | 5        | 4         | 71                         | 14               | 7                | 7                      | 0                      | 0                       | 12                         | 69                       | 7                          | 16                      |
| TOTAL PORT HARCOURT                |                             |                   | 14                | 5        | 4         | 71                         | 14               | 7                | 7                      | 0                      | 0                       | 12                         | 69                       | 7                          | 16                      |
| TOTAL NIGERIA                      |                             |                   | 14                | 7        | 4         | 71                         | 14               | 7                | 7                      | 0                      | 0                       | 12                         | 69                       | 7                          | 16                      |
| <b>NORWAY</b>                      |                             |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| BERGEN                             | BRAATHENS ASA               | S                 | 62                | 0        | 0         | 94                         | 0                | 2                | 5                      | 0                      | 0                       | 7                          | 92                       | 5                          | 62                      |
| TOTAL BERGEN                       |                             |                   | 62                | 0        | 0         | 94                         | 0                | 2                | 5                      | 0                      | 0                       | 7                          | 92                       | 5                          | 62                      |
| FAGERNES/LEIRIN                    | ASTRAEUS LTD                | C                 | 8                 | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 2                          | 0                        | 0                          | 0                       |
| TOTAL FAGERNES/LEIRIN              |                             |                   | 8                 | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 2                          | 0                        | 0                          | 0                       |
| TOTAL NORWAY                       |                             |                   | 70                | 0        | 0         | 94                         | 0                | 1                | 4                      | 0                      | 0                       | 7                          | 84                       | 17                         | 82                      |
| <b>PANAMA</b>                      |                             |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| PANAMA CITY                        | EUROPEAN AIR CHARTER        | C                 | 2                 | 0        | 0         | 50                         | 50               | 0                | 0                      | 0                      | 0                       | 16                         | 0                        | 0                          | 0                       |
| TOTAL PANAMA CITY                  |                             |                   | 2                 | 0        | 0         | 50                         | 50               | 0                | 0                      | 0                      | 0                       | 16                         | 0                        | 0                          | 0                       |
| TOTAL PANAMA                       |                             |                   | 2                 | 0        | 0         | 50                         | 50               | 0                | 0                      | 0                      | 0                       | 16                         | 0                        | 0                          | 0                       |
| <b>POLAND</b>                      |                             |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| KRAKOW                             | BRITISH AIRWAYS PLC         | S                 | 20                | 0        | 0         | 80                         | 15               | 0                | 5                      | 0                      | 0                       | 9                          | 100                      | 0                          | 2                       |
|                                    | LOT-POLISH AIRLINES         | S                 | 62                | 0        | 0         | 87                         | 5                | 5                | 3                      | 0                      | 0                       | 8                          | 79                       | 10                         | 62                      |
| TOTAL KRAKOW                       |                             |                   | 82                | 0        | 0         | 85                         | 7                | 4                | 4                      | 0                      | 0                       | 8                          | 80                       | 9                          | 66                      |
| RZESZOW                            | MONARCH AIRLINES            | C                 | 2                 | 0        | 0         | 0                          | 0                | 50               | 50                     | 0                      | 0                       | 83                         | 0                        | 0                          | 0                       |
| TOTAL RZESZOW                      |                             |                   | 2                 | 0        | 0         | 0                          | 0                | 50               | 50                     | 0                      | 0                       | 83                         | 0                        | 0                          | 0                       |
| TOTAL POLAND                       |                             |                   | 84                | 0        | 0         | 83                         | 7                | 5                | 5                      | 0                      | 0                       | 10                         | 80                       | 9                          | 66                      |
| <b>PORTUGAL(EXCLUDING MADEIRA)</b> |                             |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| FARO                               | BRITANNIA AIRWAYS           | C                 | 8                 | 0        | 0         | 63                         | 0                | 0                | 38                     | 0                      | 0                       | 50                         | 88                       | 4                          | 8                       |
|                                    | EXCEL AIRWAYS LTD           | C                 | 8                 | 0        | 0         | 63                         | 25               | 13               | 0                      | 0                      | 0                       | 10                         | 70                       | 11                         | 10                      |
|                                    | FIRST CHOICE AIRWAYS LTD    | C                 | 24                | 0        | 0         | 92                         | 4                | 4                | 0                      | 0                      | 0                       | 5                          | 75                       | 11                         | 28                      |
|                                    | FLYJET LTD                  | C                 | 2                 | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 4                          | 0                        | 0                          | 0                       |
|                                    | GB AIRWAYS LTD              | S                 | 78                | 0        | 0         | 88                         | 5                | 5                | 1                      | 0                      | 0                       | 8                          | 59                       | 24                         | 107                     |
|                                    | MONARCH AIRLINES            | S                 | 56                | 0        | 0         | 88                         | 5                | 5                | 2                      | 0                      | 0                       | 8                          | 0                        | 0                          | 0                       |
|                                    | MONARCH AIRLINES            | C                 | 8                 | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 3                          | 60                       | 20                         | 20                      |
|                                    | MY TRAVEL AIRWAYS UK        | C                 | 16                | 0        | 0         | 88                         | 0                | 0                | 13                     | 0                      | 0                       | 11                         | 90                       | 5                          | 10                      |
|                                    | THOMAS COOK AIRLINES LTD    | C                 | 16                | 0        | 0         | 69                         | 6                | 0                | 13                     | 0                      | 13                      | 80                         | 65                       | 24                         | 20                      |
| TOTAL FARO                         |                             |                   | 216               | 0        | 0         | 86                         | 5                | 4                | 4                      | 0                      | 1                       | 14                         | 65                       | 20                         | 203                     |
| LISBON                             | AIR LUXOR                   | S                 | 61                | 0        | 0         | 75                         | 23               | 2                | 0                      | 0                      | 0                       | 9                          | 0                        | 0                          | 0                       |
|                                    | AIR PORTUGAL                | S                 | 116               | 0        | 0         | 70                         | 16               | 10               | 4                      | 0                      | 0                       | 14                         | 85                       | 8                          | 148                     |
| TOTAL LISBON                       |                             |                   | 177               | 0        | 0         | 72                         | 18               | 7                | 3                      | 0                      | 0                       | 13                         | 85                       | 8                          | 148                     |
| OPORTO (PORTUGAL)                  | AIR PORTUGAL                | S                 | 39                | 0        | 0         | 69                         | 23               | 5                | 3                      | 0                      | 0                       | 14                         | 80                       | 11                         | 20                      |
|                                    | GB AIRWAYS LTD              | S                 | 46                | 0        | 0         | 72                         | 9                | 7                | 13                     | 0                      | 0                       | 21                         | 64                       | 14                         | 56                      |

## CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR MARCH 2004

Reporting Airport: GATWICK (Full Analysis)

| ORIGIN / DESTINATION              | AIRLINE                     | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |            |          | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         | MAR 2003                   |                          |                            |                         |
|-----------------------------------|-----------------------------|-------------------|-------------------|------------|----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                                   |                             |                   | MATCHED           | UNMATCHED  |          | Early to<br>15 mins        | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                                   |                             |                   |                   | Actual (7) | Plan (8) |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| TOTAL OPORTO (PORTUGAL)           |                             |                   | 85                | 0          | 0        | 71                         | 15               | 6                | 8                      | 0                      | 0                       | 18                         | 68                       | 13                         | 76                      |
| TOTAL PORTUGAL(EXCLUDING MADEIRA) |                             |                   | 478               | 0          | 0        | 78                         | 12               | 6                | 4                      | 0                      | 0                       | 14                         | 73                       | 15                         | 427                     |
| PORTUGAL(MADEIRA)                 |                             |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| FUNCHAL                           | AIR PORTUGAL                | S                 | 16                | 0          | 0        | 81                         | 19               | 0                | 0                      | 0                      | 0                       | 6                          | 0                        | 0                          | 0                       |
|                                   | BRITANNIA AIRWAYS           | C                 | 12                | 0          | 0        | 92                         | 8                | 0                | 0                      | 0                      | 0                       | 4                          | 90                       | 4                          | 10                      |
|                                   | EXCEL AIRWAYS LTD           | C                 | 10                | 0          | 0        | 80                         | 0                | 20               | 0                      | 0                      | 0                       | 10                         | 78                       | 20                         | 18                      |
|                                   | FIRST CHOICE AIRWAYS LTD    | C                 | 10                | 0          | 0        | 60                         | 30               | 10               | 0                      | 0                      | 0                       | 12                         | 80                       | 7                          | 10                      |
|                                   | GB AIRWAYS LTD              | S                 | 58                | 1          | 2        | 78                         | 9                | 7                | 3                      | 0                      | 3                       | 49                         | 75                       | 14                         | 52                      |
|                                   | THOMAS COOK AIRLINES LTD    | C                 | 10                | 0          | 0        | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 1                          | 80                       | 33                         | 10                      |
| TOTAL FUNCHAL                     |                             |                   | 116               | 1          | 2        | 80                         | 10               | 6                | 2                      | 0                      | 2                       | 28                         | 79                       | 15                         | 108                     |
| TOTAL PORTUGAL(MADEIRA)           |                             |                   | 116               | 1          | 2        | 80                         | 10               | 6                | 2                      | 0                      | 2                       | 28                         | 79                       | 15                         | 108                     |
| REPUBLIC OF SOUTH AFRICA          |                             |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| JOHANNESBURG                      | NATIONWIDE AIR              | S                 | 26                | 0          | 0        | 73                         | 12               | 4                | 12                     | 0                      | 0                       | 14                         | 0                        | 0                          | 0                       |
| TOTAL JOHANNESBURG                |                             |                   | 26                | 0          | 0        | 73                         | 12               | 4                | 12                     | 0                      | 0                       | 14                         | 0                        | 0                          | 0                       |
| TOTAL REPUBLIC OF SOUTH AFRICA    |                             |                   | 26                | 0          | 0        | 73                         | 12               | 4                | 12                     | 0                      | 0                       | 14                         | 0                        | 0                          | 0                       |
| RUSSIA                            |                             |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| MOSCOW (DOMODEDOVO)               | TRANSAERO AIRLINES          | S                 | 46                | 0          | 0        | 52                         | 20               | 9                | 13                     | 2                      | 4                       | 44                         | 77                       | 14                         | 26                      |
| TOTAL MOSCOW (DOMODEDOVO)         |                             |                   | 46                | 0          | 0        | 52                         | 20               | 9                | 13                     | 2                      | 4                       | 44                         | 77                       | 14                         | 26                      |
| ST PETERSBURG                     | AEROFLOT                    | S                 | 2                 | 0          | 0        | 0                          | 0                | 100              | 0                      | 0                      | 0                       | 39                         | 83                       | 9                          | 6                       |
|                                   | PULKOVO AVIATION ENTERPRISE | C                 | 9                 | 0          | 0        | 22                         | 11               | 44               | 22                     | 0                      | 0                       | 37                         | 0                        | 0                          | 0                       |
| TOTAL ST PETERSBURG               |                             |                   | 11                | 0          | 0        | 18                         | 9                | 55               | 18                     | 0                      | 0                       | 37                         | 55                       | 17                         | 22                      |
| TOTAL RUSSIA                      |                             |                   | 58                | 1          | 0        | 45                         | 19               | 17               | 14                     | 2                      | 3                       | 42                         | 67                       | 15                         | 48                      |
| SAINT KITTS AND NEVIS             |                             |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| ST KITTS                          | EXCEL AIRWAYS LTD           | C                 | 4                 | 0          | 0        | 50                         | 0                | 0                | 25                     | 25                     | 0                       | 75                         | 0                        | 0                          | 0                       |
| TOTAL ST KITTS                    |                             |                   | 4                 | 0          | 0        | 50                         | 0                | 0                | 25                     | 25                     | 0                       | 75                         | 0                        | 0                          | 0                       |
| TOTAL SAINT KITTS AND NEVIS       |                             |                   | 4                 | 0          | 0        | 50                         | 0                | 0                | 25                     | 25                     | 0                       | 75                         | 0                        | 0                          | 0                       |
| SIERRA LEONE                      |                             |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| FREETOWN                          | SIERRA NATIONAL AIRLINES    | S                 | 18                | 0          | 8        | 39                         | 28               | 28               | 6                      | 0                      | 0                       | 23                         | 77                       | 11                         | 13                      |
| TOTAL FREETOWN                    |                             |                   | 18                | 0          | 8        | 39                         | 28               | 28               | 6                      | 0                      | 0                       | 23                         | 77                       | 11                         | 13                      |
| TOTAL SIERRA LEONE                |                             |                   | 18                | 0          | 8        | 39                         | 28               | 28               | 6                      | 0                      | 0                       | 23                         | 77                       | 11                         | 13                      |
| SLOVENIA                          |                             |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| LJUBLJANA                         | ADRIA AIRWAYS               | S                 | 48                | 0          | 0        | 88                         | 8                | 0                | 4                      | 0                      | 0                       | 7                          | 69                       | 13                         | 54                      |
| TOTAL LJUBLJANA                   |                             |                   | 49                | 0          | 0        | 88                         | 8                | 0                | 4                      | 0                      | 0                       | 7                          | 69                       | 13                         | 54                      |
| TOTAL SLOVENIA                    |                             |                   | 49                | 0          | 0        | 88                         | 8                | 0                | 4                      | 0                      | 0                       | 7                          | 69                       | 13                         | 54                      |
| SPAIN                             |                             |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| ALICANTE                          | BRITANNIA AIRWAYS           | C                 | 18                | 0          | 0        | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 2                          | 81                       | 6                          | 16                      |
|                                   | EASYJET AIRLINE COMPANY LTD | S                 | 123               | 0          | 0        | 92                         | 2                | 3                | 3                      | 0                      | 0                       | 6                          | 78                       | 11                         | 123                     |
|                                   | EXCEL AIRWAYS LTD           | C                 | 8                 | 0          | 0        | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 2                          | 80                       | 5                          | 10                      |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

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| ORIGIN / DESTINATION           | AIRLINE                     | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         |                            | MAR 2003                 |                            |                         |
|--------------------------------|-----------------------------|-------------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                                |                             |                   | MATCHED           |          | UNMATCHED | Early to<br>15 mins        | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                                |                             |                   | Actual (7)        | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| ALICANTE                       | FIRST CHOICE AIRWAYS LTD    | C                 | 18                | 0        | 0         | 83                         | 17               | 0                | 0                      | 0                      | 0                       | 6                          | 78                       | 7                          | 18                      |
|                                | GB AIRWAYS LTD              | S                 | 78                | 0        | 0         | 83                         | 9                | 1                | 6                      | 0                      | 0                       | 13                         | 70                       | 17                         | 125                     |
|                                | MONARCH AIRLINES            | C                 | 9                 | 0        | 0         | 89                         | 11               | 0                | 0                      | 0                      | 0                       | 5                          | 57                       | 23                         | 28                      |
|                                | MONARCH AIRLINES            | S                 | 61                | 0        | 1         | 82                         | 3                | 7                | 8                      | 0                      | 0                       | 17                         | 0                        | 0                          | 0                       |
|                                | MY TRAVEL AIRWAYS UK        | C                 | 8                 | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 3                          | 67                       | 17                         | 18                      |
|                                | THOMAS COOK AIRLINES LTD    | C                 | 2                 | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 1                          | 89                       | 11                         | 18                      |
| <b>TOTAL ALICANTE</b>          |                             |                   | <b>325</b>        | <b>0</b> | <b>1</b>  | <b>88</b>                  | <b>5</b>         | <b>3</b>         | <b>4</b>               | <b>0</b>               | <b>9</b>                | <b>73</b>                  | <b>14</b>                | <b>396</b>                 |                         |
| ALMERIA                        | GB AIRWAYS LTD              | S                 | 34                | 0        | 0         | 82                         | 6                | 6                | 6                      | 0                      | 0                       | 13                         | 54                       | 20                         | 26                      |
|                                | MY TRAVEL AIRWAYS UK        | C                 | 8                 | 0        | 0         | 75                         | 13               | 0                | 13                     | 0                      | 0                       | 15                         | 100                      | 0                          | 8                       |
| <b>TOTAL ALMERIA</b>           |                             |                   | <b>42</b>         | <b>0</b> | <b>0</b>  | <b>81</b>                  | <b>7</b>         | <b>5</b>         | <b>7</b>               | <b>0</b>               | <b>13</b>               | <b>61</b>                  | <b>17</b>                | <b>36</b>                  |                         |
| ASTURIAS                       | AIR NOSTRUM                 | S                 | 26                | 0        | 0         | 77                         | 8                | 15               | 0                      | 0                      | 0                       | 10                         | 85                       | 10                         | 26                      |
| <b>TOTAL ASTURIAS</b>          |                             |                   | <b>26</b>         | <b>0</b> | <b>0</b>  | <b>77</b>                  | <b>8</b>         | <b>15</b>        | <b>0</b>               | <b>0</b>               | <b>10</b>               | <b>85</b>                  | <b>10</b>                | <b>26</b>                  |                         |
| BARCELONA                      | BRITISH AIRWAYS PLC         | S                 | 184               | 0        | 0         | 82                         | 11               | 5                | 2                      | 0                      | 0                       | 9                          | 86                       | 7                          | 186                     |
|                                | EASYJET AIRLINE COMPANY LTD | S                 | 192               | 0        | 0         | 73                         | 15               | 7                | 5                      | 0                      | 0                       | 13                         | 73                       | 13                         | 187                     |
|                                | FIRST CHOICE AIRWAYS LTD    | C                 | 7                 | 0        | 0         | 57                         | 14               | 29               | 0                      | 0                      | 0                       | 20                         | 75                       | 21                         | 8                       |
|                                | SPANAIR                     | C                 | 8                 | 0        | 0         | 38                         | 25               | 25               | 13                     | 0                      | 0                       | 31                         | 0                        | 0                          | 0                       |
| <b>TOTAL BARCELONA</b>         |                             |                   | <b>391</b>        | <b>0</b> | <b>0</b>  | <b>76</b>                  | <b>14</b>        | <b>7</b>         | <b>4</b>               | <b>0</b>               | <b>12</b>               | <b>79</b>                  | <b>10</b>                | <b>385</b>                 |                         |
| BILBAO                         | EASYJET AIRLINE COMPANY LTD | S                 | 62                | 0        | 0         | 90                         | 3                | 3                | 3                      | 0                      | 0                       | 6                          | 0                        | 0                          | 0                       |
| <b>TOTAL BILBAO</b>            |                             |                   | <b>62</b>         | <b>0</b> | <b>0</b>  | <b>90</b>                  | <b>3</b>         | <b>3</b>         | <b>3</b>               | <b>0</b>               | <b>6</b>                | <b>90</b>                  | <b>6</b>                 | <b>63</b>                  |                         |
| MADRID                         | AEROLINEAS ARGENTINAS       | S                 | 26                | 0        | 0         | 38                         | 35               | 15               | 8                      | 0                      | 4                       | 39                         | 78                       | 7                          | 18                      |
|                                | AIR EUROPA                  | S                 | 51                | 0        | 4         | 73                         | 12               | 6                | 10                     | 0                      | 0                       | 15                         | 88                       | 6                          | 112                     |
|                                | BRITISH AIRWAYS PLC         | S                 | 185               | 0        | 0         | 86                         | 8                | 4                | 2                      | 0                      | 0                       | 8                          | 83                       | 9                          | 225                     |
|                                | EASYJET AIRLINE COMPANY LTD | S                 | 62                | 0        | 0         | 92                         | 3                | 2                | 3                      | 0                      | 0                       | 6                          | 68                       | 13                         | 62                      |
| <b>TOTAL MADRID</b>            |                             |                   | <b>324</b>        | <b>0</b> | <b>4</b>  | <b>81</b>                  | <b>10</b>        | <b>5</b>         | <b>4</b>               | <b>0</b>               | <b>12</b>               | <b>81</b>                  | <b>9</b>                 | <b>419</b>                 |                         |
| MAHON                          | GB AIRWAYS LTD              | S                 | 18                | 0        | 0         | 83                         | 6                | 0                | 11                     | 0                      | 0                       | 14                         | 83                       | 15                         | 18                      |
| <b>TOTAL MAHON</b>             |                             |                   | <b>18</b>         | <b>0</b> | <b>0</b>  | <b>83</b>                  | <b>6</b>         | <b>0</b>         | <b>11</b>              | <b>0</b>               | <b>14</b>               | <b>88</b>                  | <b>11</b>                | <b>33</b>                  |                         |
| MALAGA                         | BRITANNIA AIRWAYS           | C                 | 26                | 0        | 0         | 88                         | 8                | 0                | 4                      | 0                      | 0                       | 10                         | 71                       | 12                         | 28                      |
|                                | EASYJET AIRLINE COMPANY LTD | S                 | 126               | 0        | 0         | 87                         | 10               | 3                | 1                      | 0                      | 0                       | 5                          | 75                       | 15                         | 124                     |
|                                | EXCEL AIRWAYS LTD           | C                 | 8                 | 0        | 0         | 88                         | 13               | 0                | 0                      | 0                      | 0                       | 5                          | 92                       | 13                         | 12                      |
|                                | FIRST CHOICE AIRWAYS LTD    | C                 | 24                | 0        | 0         | 83                         | 8                | 8                | 0                      | 0                      | 0                       | 7                          | 82                       | 8                          | 38                      |
|                                | GB AIRWAYS LTD              | S                 | 99                | 1        | 0         | 81                         | 13               | 1                | 5                      | 0                      | 0                       | 12                         | 80                       | 12                         | 125                     |
|                                | MONARCH AIRLINES            | C                 | 8                 | 0        | 0         | 13                         | 25               | 25               | 38                     | 0                      | 0                       | 44                         | 58                       | 22                         | 40                      |
|                                | MONARCH AIRLINES            | S                 | 62                | 0        | 0         | 66                         | 19               | 0                | 10                     | 5                      | 0                       | 29                         | 0                        | 0                          | 0                       |
|                                | MY TRAVEL AIRWAYS UK        | C                 | 8                 | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 2                          | 72                       | 12                         | 18                      |
|                                | THOMAS COOK AIRLINES LTD    | C                 | 16                | 0        | 0         | 81                         | 0                | 0                | 6                      | 13                     | 0                       | 43                         | 70                       | 18                         | 30                      |
| <b>TOTAL MALAGA</b>            |                             |                   | <b>377</b>        | <b>1</b> | <b>0</b>  | <b>80</b>                  | <b>12</b>        | <b>2</b>         | <b>5</b>               | <b>1</b>               | <b>14</b>               | <b>75</b>                  | <b>14</b>                | <b>441</b>                 |                         |
| MURCIA SAN JAVIER              | GB AIRWAYS LTD              | S                 | 34                | 0        | 0         | 97                         | 3                | 0                | 0                      | 0                      | 0                       | 2                          | 0                        | 0                          | 0                       |
| <b>TOTAL MURCIA SAN JAVIER</b> |                             |                   | <b>34</b>         | <b>0</b> | <b>0</b>  | <b>97</b>                  | <b>3</b>         | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>2</b>                | <b>50</b>                  | <b>29</b>                | <b>18</b>                  |                         |
| PALMA DE MALLORCA              | AIR EUROPA                  | S                 | 34                | 0        | 1         | 71                         | 6                | 15               | 6                      | 0                      | 3                       | 26                         | 85                       | 6                          | 20                      |
|                                | BRITANNIA AIRWAYS           | C                 | 18                | 0        | 0         | 72                         | 6                | 11               | 11                     | 0                      | 0                       | 17                         | 56                       | 15                         | 18                      |
|                                | EASYJET AIRLINE COMPANY LTD | S                 | 70                | 0        | 0         | 86                         | 7                | 6                | 1                      | 0                      | 0                       | 6                          | 74                       | 10                         | 65                      |
|                                | FIRST CHOICE AIRWAYS LTD    | C                 | 9                 | 1        | 0         | 89                         | 11               | 0                | 0                      | 0                      | 0                       | 3                          | 100                      | 1                          | 8                       |
|                                | GB AIRWAYS LTD              | S                 | 12                | 0        | 0         | 67                         | 17               | 17               | 0                      | 0                      | 0                       | 14                         | 70                       | 18                         | 37                      |
|                                | MY TRAVEL AIRWAYS UK        | C                 | 16                | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 3                          | 83                       | 5                          | 18                      |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR MARCH 2004

Reporting Airport: GATWICK (Full Analysis)

| ORIGIN / DESTINATION                     | AIRLINE                  | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |            |          | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         |                            | MAR 2003                 |                            |                         |
|--|--------------------------|-------------------|-------------------|------------|----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|  |                          |                   | MATCHED           | UNMATCHED  |          | Early to<br>15 mins        | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|  |                          |                   |                   | Actual (7) | Plan (8) |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| PALMA DE MALLORCA                        | THOMAS COOK AIRLINES LTD | C                 | 10                | 0          | 0        | 50                         | 0                | 10               | 0                      | 40                     | 0                       | 86                         | 55                       | 34                         | 11                      |
| <b>TOTAL PALMA DE MALLORCA</b>           |                          |                   | <b>169</b>        | <b>1</b>   | <b>1</b> | <b>79</b>                  | <b>7</b>         | <b>8</b>         | <b>3</b>               | <b>2</b>               | <b>1</b>                | <b>16</b>                  | <b>73</b>                | <b>12</b>                  | <b>177</b>              |
| SEVILLE                                  | GB AIRWAYS LTD           | S                 | 54                | 0          | 0        | 78                         | 7                | 7                | 7                      | 0                      | 0                       | 12                         | 77                       | 11                         | 62                      |
| <b>TOTAL SEVILLE</b>                     |                          |                   | <b>54</b>         | <b>0</b>   | <b>0</b> | <b>78</b>                  | <b>7</b>         | <b>7</b>         | <b>7</b>               | <b>0</b>               | <b>0</b>                | <b>12</b>                  | <b>77</b>                | <b>11</b>                  | <b>62</b>               |
| VALENCIA                                 | GB AIRWAYS LTD           | S                 | 54                | 0          | 0        | 67                         | 11               | 15               | 7                      | 0                      | 0                       | 18                         | 80                       | 11                         | 105                     |
| <b>TOTAL VALENCIA</b>                    |                          |                   | <b>54</b>         | <b>0</b>   | <b>0</b> | <b>67</b>                  | <b>11</b>        | <b>15</b>        | <b>7</b>               | <b>0</b>               | <b>0</b>                | <b>18</b>                  | <b>80</b>                | <b>11</b>                  | <b>105</b>              |
| <b>TOTAL SPAIN</b>                       |                          |                   | <b>1877</b>       | <b>3</b>   | <b>6</b> | <b>81</b>                  | <b>9</b>         | <b>5</b>         | <b>4</b>               | <b>0</b>               | <b>0</b>                | <b>12</b>                  | <b>77</b>                | <b>12</b>                  | <b>2192</b>             |
| <b>SPAIN(CANARY ISLANDS)</b>             |                          |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| ARRECIFE                                 | ASTRAEUS LTD             | C                 | 8                 | 0          | 0        | 63                         | 13               | 25               | 0                      | 0                      | 0                       | 14                         | 67                       | 34                         | 3                       |
|  | BRITANNIA AIRWAYS        | C                 | 26                | 0          | 0        | 88                         | 12               | 0                | 0                      | 0                      | 0                       | 6                          | 85                       | 14                         | 26                      |
|  | EXCEL AIRWAYS LTD        | C                 | 16                | 0          | 0        | 81                         | 6                | 6                | 6                      | 0                      | 0                       | 10                         | 83                       | 6                          | 24                      |
|  | FIRST CHOICE AIRWAYS LTD | C                 | 45                | 0          | 0        | 84                         | 9                | 7                | 0                      | 0                      | 0                       | 7                          | 86                       | 12                         | 44                      |
|  | GB AIRWAYS LTD           | S                 | 34                | 0          | 0        | 68                         | 12               | 15               | 6                      | 0                      | 0                       | 18                         | 69                       | 33                         | 26                      |
|  | MONARCH AIRLINES         | C                 | 26                | 0          | 0        | 54                         | 23               | 15               | 8                      | 0                      | 0                       | 26                         | 77                       | 10                         | 26                      |
|  | MY TRAVEL AIRWAYS UK     | C                 | 18                | 0          | 0        | 72                         | 17               | 0                | 11                     | 0                      | 0                       | 16                         | 89                       | 9                          | 18                      |
|  | THOMAS COOK AIRLINES LTD | C                 | 25                | 0          | 0        | 56                         | 20               | 16               | 0                      | 8                      | 0                       | 38                         | 87                       | 6                          | 31                      |
| <b>TOTAL ARRECIFE</b>                    |                          |                   | <b>198</b>        | <b>0</b>   | <b>0</b> | <b>72</b>                  | <b>14</b>        | <b>10</b>        | <b>4</b>               | <b>1</b>               | <b>0</b>                | <b>17</b>                  | <b>82</b>                | <b>13</b>                  | <b>198</b>              |
| FUERTEVENTURA                            | BRITANNIA AIRWAYS        | C                 | 18                | 0          | 0        | 72                         | 22               | 6                | 0                      | 0                      | 0                       | 10                         | 94                       | 1                          | 18                      |
|  | EXCEL AIRWAYS LTD        | C                 | 11                | 0          | 0        | 73                         | 9                | 18               | 0                      | 0                      | 0                       | 12                         | 88                       | 4                          | 8                       |
|  | FIRST CHOICE AIRWAYS LTD | C                 | 28                | 0          | 0        | 89                         | 7                | 4                | 0                      | 0                      | 0                       | 5                          | 69                       | 11                         | 16                      |
|  | GB AIRWAYS LTD           | S                 | 14                | 0          | 0        | 50                         | 14               | 36               | 0                      | 0                      | 0                       | 22                         | 0                        | 0                          | 0                       |
|  | MY TRAVEL AIRWAYS UK     | C                 | 18                | 0          | 0        | 67                         | 22               | 11               | 0                      | 0                      | 0                       | 12                         | 85                       | 8                          | 27                      |
|  | THOMAS COOK AIRLINES LTD | C                 | 19                | 0          | 0        | 79                         | 0                | 16               | 5                      | 0                      | 0                       | 11                         | 83                       | 5                          | 18                      |
| <b>TOTAL FUERTEVENTURA</b>               |                          |                   | <b>108</b>        | <b>0</b>   | <b>0</b> | <b>74</b>                  | <b>12</b>        | <b>13</b>        | <b>1</b>               | <b>0</b>               | <b>0</b>                | <b>11</b>                  | <b>85</b>                | <b>6</b>                   | <b>97</b>               |
| LAS PALMAS                               | BRITANNIA AIRWAYS        | C                 | 26                | 0          | 0        | 77                         | 12               | 4                | 8                      | 0                      | 0                       | 16                         | 82                       | 11                         | 28                      |
|  | EXCEL AIRWAYS LTD        | C                 | 18                | 0          | 0        | 78                         | 22               | 0                | 0                      | 0                      | 0                       | 9                          | 75                       | 58                         | 20                      |
|  | FIRST CHOICE AIRWAYS LTD | C                 | 19                | 0          | 0        | 79                         | 11               | 11               | 0                      | 0                      | 0                       | 8                          | 57                       | 81                         | 28                      |
|  | GB AIRWAYS LTD           | S                 | 35                | 0          | 1        | 63                         | 17               | 9                | 11                     | 0                      | 0                       | 20                         | 71                       | 11                         | 28                      |
|  | MONARCH AIRLINES         | C                 | 10                | 0          | 0        | 70                         | 20               | 0                | 10                     | 0                      | 0                       | 23                         | 80                       | 11                         | 10                      |
|  | MY TRAVEL AIRWAYS UK     | C                 | 18                | 0          | 0        | 78                         | 11               | 11               | 0                      | 0                      | 0                       | 7                          | 82                       | 6                          | 28                      |
|  | THOMAS COOK AIRLINES LTD | C                 | 10                | 0          | 0        | 60                         | 20               | 20               | 0                      | 0                      | 0                       | 17                         | 87                       | 5                          | 30                      |
| <b>TOTAL LAS PALMAS</b>                  |                          |                   | <b>136</b>        | <b>0</b>   | <b>1</b> | <b>72</b>                  | <b>15</b>        | <b>7</b>         | <b>5</b>               | <b>0</b>               | <b>0</b>                | <b>14</b>                  | <b>75</b>                | <b>26</b>                  | <b>174</b>              |
| SANTA CRUZ DE LA PALMA                   | THOMAS COOK AIRLINES LTD | C                 | 8                 | 0          | 0        | 63                         | 13               | 0                | 25                     | 0                      | 0                       | 43                         | 100                      | 2                          | 8                       |
| <b>TOTAL SANTA CRUZ DE LA PALMA</b>      |                          |                   | <b>8</b>          | <b>0</b>   | <b>0</b> | <b>63</b>                  | <b>13</b>        | <b>0</b>         | <b>25</b>              | <b>0</b>               | <b>0</b>                | <b>43</b>                  | <b>100</b>               | <b>2</b>                   | <b>8</b>                |
| TENERIFE (NORTE LOS RODEOS)              | BRITANNIA AIRWAYS        | C                 | 8                 | 0          | 0        | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 4                          | 25                       | 40                         | 8                       |
|  | GB AIRWAYS LTD           | S                 | 16                | 0          | 2        | 94                         | 6                | 0                | 0                      | 0                      | 0                       | 5                          | 0                        | 0                          | 0                       |
| <b>TOTAL TENERIFE (NORTE LOS RODEOS)</b> |                          |                   | <b>24</b>         | <b>0</b>   | <b>2</b> | <b>96</b>                  | <b>4</b>         | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>5</b>                   | <b>25</b>                | <b>40</b>                  | <b>8</b>                |
| TENERIFE (SURREINA SOFIA)                | AIR CORDIAL LTD          | C                 | 7                 | 1          | 0        | 14                         | 0                | 14               | 29                     | 29                     | 14                      | 306                        | 0                        | 0                          | 0                       |
|  | ASTRAEUS LTD             | C                 | 14                | 0          | 0        | 36                         | 36               | 29               | 0                      | 0                      | 0                       | 22                         | 82                       | 8                          | 17                      |
|  | BRITANNIA AIRWAYS        | C                 | 54                | 1          | 0        | 94                         | 2                | 4                | 0                      | 0                      | 0                       | 5                          | 74                       | 18                         | 50                      |
|  | EXCEL AIRWAYS LTD        | C                 | 26                | 0          | 0        | 77                         | 12               | 8                | 4                      | 0                      | 0                       | 13                         | 92                       | 3                          | 25                      |
|  | FIRST CHOICE AIRWAYS LTD | C                 | 28                | 0          | 0        | 93                         | 7                | 0                | 0                      | 0                      | 0                       | 7                          | 51                       | 22                         | 63                      |
|  | FUTURA AIRLINES          | C                 | 15                | 0          | 0        | 67                         | 20               | 13               | 0                      | 0                      | 0                       | 12                         | 0                        | 0                          | 0                       |
|  | GB AIRWAYS LTD           | S                 | 62                | 0          | 0        | 73                         | 16               | 6                | 5                      | 0                      | 0                       | 13                         | 71                       | 12                         | 62                      |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR MARCH 2004

Reporting Airport: GATWICK (Full Analysis)

| ORIGIN / DESTINATION                   | AIRLINE                     | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |            |          | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         |                            | MAR 2003                 |                            |                         |
|--|-----------------------------|-------------------|-------------------|------------|----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|  |                             |                   | MATCHED           | UNMATCHED  |          | Early to<br>15 mins        | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|  |                             |                   |                   | Actual (7) | Plan (8) |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| TENERIFE (SURREINA SOFIA)              | MONARCH AIRLINES            | C                 | 28                | 2          | 0        | 71                         | 14               | 4                | 4                      | 7                      | 0                       | 32                         | 56                       | 20                         | 36                      |
|  | MY TRAVEL AIRWAYS UK        | C                 | 28                | 0          | 0        | 89                         | 7                | 4                | 0                      | 0                      | 0                       | 6                          | 50                       | 48                         | 24                      |
|  | THOMAS COOK AIRLINES LTD    | C                 | 36                | 1          | 0        | 89                         | 11               | 0                | 0                      | 0                      | 0                       | 5                          | 89                       | 6                          | 75                      |
| <b>TOTAL TENERIFE (SURREINA SOFIA)</b> |                             |                   | <b>298</b>        | <b>5</b>   | <b>0</b> | <b>79</b>                  | <b>11</b>        | <b>6</b>         | <b>2</b>               | <b>1</b>               | <b>0</b>                | <b>18</b>                  | <b>71</b>                | <b>16</b>                  | <b>355</b>              |
| <b>TOTAL SPAIN(CANARY ISLANDS)</b>     |                             |                   | <b>772</b>        | <b>5</b>   | <b>3</b> | <b>76</b>                  | <b>13</b>        | <b>8</b>         | <b>3</b>               | <b>1</b>               | <b>0</b>                | <b>16</b>                  | <b>76</b>                | <b>16</b>                  | <b>840</b>              |
| <b>SRI LANKA</b>                       |                             |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| COLOMBO                                | MONARCH AIRLINES            | C                 | 4                 | 0          | 0        | 50                         | 0                | 25               | 25                     | 0                      | 0                       | 53                         | 0                        | 0                          | 0                       |
| <b>TOTAL COLOMBO</b>                   |                             |                   | <b>4</b>          | <b>0</b>   | <b>0</b> | <b>50</b>                  | <b>0</b>         | <b>25</b>        | <b>25</b>              | <b>0</b>               | <b>0</b>                | <b>53</b>                  | <b>100</b>               | <b>10</b>                  | <b>1</b>                |
| <b>TOTAL SRI LANKA</b>                 |                             |                   | <b>4</b>          | <b>0</b>   | <b>0</b> | <b>50</b>                  | <b>0</b>         | <b>25</b>        | <b>25</b>              | <b>0</b>               | <b>0</b>                | <b>53</b>                  | <b>100</b>               | <b>10</b>                  | <b>1</b>                |
| <b>ST LUCIA</b>                        |                             |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| ST LUCIA (HEWANORRA)                   | BRITISH AIRWAYS PLC         | S                 | 18                | 0          | 0        | 83                         | 6                | 0                | 11                     | 0                      | 0                       | 14                         | 94                       | 5                          | 17                      |
|  | VIRGIN ATLANTIC AIRWAYS LTD | S                 | 27                | 0          | 0        | 59                         | 30               | 7                | 4                      | 0                      | 0                       | 15                         | 81                       | 9                          | 27                      |
| <b>TOTAL ST LUCIA (HEWANORRA)</b>      |                             |                   | <b>45</b>         | <b>0</b>   | <b>0</b> | <b>69</b>                  | <b>20</b>        | <b>4</b>         | <b>7</b>               | <b>0</b>               | <b>0</b>                | <b>14</b>                  | <b>86</b>                | <b>8</b>                   | <b>44</b>               |
| <b>TOTAL ST LUCIA</b>                  |                             |                   | <b>45</b>         | <b>0</b>   | <b>0</b> | <b>69</b>                  | <b>20</b>        | <b>4</b>         | <b>7</b>               | <b>0</b>               | <b>0</b>                | <b>14</b>                  | <b>86</b>                | <b>8</b>                   | <b>44</b>               |
| <b>SWEDEN</b>                          |                             |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| ARVIDSJAUR                             | ASTRAEUS LTD                | C                 | 4                 | 0          | 0        | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 4                          | 0                        | 0                          | 0                       |
| <b>TOTAL ARVIDSJAUR</b>                |                             |                   | <b>4</b>          | <b>0</b>   | <b>0</b> | <b>100</b>                 | <b>0</b>         | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>4</b>                   | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| OSTERSUND / FROSON                     | FLYBE.BRITISH EUROPEAN      | C                 | 8                 | 0          | 0        | 75                         | 25               | 0                | 0                      | 0                      | 0                       | 9                          | 0                        | 0                          | 0                       |
| <b>TOTAL OSTERSUND / FROSON</b>        |                             |                   | <b>8</b>          | <b>0</b>   | <b>0</b> | <b>75</b>                  | <b>25</b>        | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>9</b>                   | <b>44</b>                | <b>24</b>                  | <b>9</b>                |
| <b>TOTAL SWEDEN</b>                    |                             |                   | <b>13</b>         | <b>0</b>   | <b>0</b> | <b>85</b>                  | <b>15</b>        | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>7</b>                   | <b>44</b>                | <b>24</b>                  | <b>9</b>                |
| <b>SWITZERLAND</b>                     |                             |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| BERNE                                  | FLYBE.BRITISH EUROPEAN      | C                 | 6                 | 0          | 0        | 17                         | 17               | 0                | 67                     | 0                      | 0                       | 76                         | 100                      | 2                          | 6                       |
| <b>TOTAL BERNE</b>                     |                             |                   | <b>6</b>          | <b>0</b>   | <b>0</b> | <b>17</b>                  | <b>17</b>        | <b>0</b>         | <b>67</b>              | <b>0</b>               | <b>0</b>                | <b>76</b>                  | <b>100</b>               | <b>2</b>                   | <b>6</b>                |
| <b>GENEVA</b>                          |                             |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
|  | ASTRAEUS LTD                | C                 | 16                | 0          | 0        | 31                         | 13               | 56               | 0                      | 0                      | 0                       | 30                         | 80                       | 10                         | 10                      |
|  | BRITANNIA AIRWAYS           | C                 | 32                | 0          | 0        | 41                         | 22               | 25               | 13                     | 0                      | 0                       | 28                         | 52                       | 23                         | 60                      |
|  | BRITISH AIRWAYS PLC         | C                 | 29                | 0          | 0        | 48                         | 24               | 24               | 3                      | 0                      | 0                       | 23                         | 53                       | 35                         | 30                      |
|  | BRITISH AIRWAYS PLC         | S                 | 177               | 0          | 0        | 80                         | 13               | 5                | 2                      | 0                      | 0                       | 8                          | 81                       | 12                         | 176                     |
|  | EASYJET AIRLINE COMPANY LTD | S                 | 24                | 2          | 0        | 79                         | 8                | 8                | 4                      | 0                      | 0                       | 10                         | 75                       | 15                         | 81                      |
|  | EASYJET SWITZERLAND         | S                 | 300               | 0          | 2        | 75                         | 9                | 10               | 5                      | 1                      | 0                       | 16                         | 68                       | 18                         | 185                     |
|  | EUROPEAN AIR CHARTER        | C                 | 4                 | 0          | 0        | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 12                         | 60                       | 13                         | 10                      |
|  | EXCEL AIRWAYS LTD           | C                 | 16                | 0          | 0        | 50                         | 31               | 19               | 0                      | 0                      | 0                       | 18                         | 0                        | 0                          | 0                       |
|  | FIRST CHOICE AIRWAYS LTD    | C                 | 24                | 0          | 0        | 71                         | 17               | 0                | 13                     | 0                      | 0                       | 23                         | 40                       | 27                         | 20                      |
|  | MONARCH AIRLINES            | C                 | 10                | 0          | 0        | 40                         | 30               | 20               | 10                     | 0                      | 0                       | 28                         | 47                       | 30                         | 32                      |
|  | THOMAS COOK AIRLINES LTD    | C                 | 16                | 0          | 0        | 56                         | 19               | 13               | 13                     | 0                      | 0                       | 22                         | 30                       | 52                         | 10                      |
| <b>TOTAL GENEVA</b>                    |                             |                   | <b>649</b>        | <b>2</b>   | <b>2</b> | <b>71</b>                  | <b>13</b>        | <b>11</b>        | <b>5</b>               | <b>0</b>               | <b>0</b>                | <b>16</b>                  | <b>68</b>                | <b>18</b>                  | <b>626</b>              |
| <b>SION</b>                            | FLYBE.BRITISH EUROPEAN      | C                 | 8                 | 0          | 0        | 50                         | 25               | 13               | 13                     | 0                      | 0                       | 29                         | 0                        | 0                          | 0                       |
| <b>TOTAL SION</b>                      |                             |                   | <b>8</b>          | <b>0</b>   | <b>0</b> | <b>50</b>                  | <b>25</b>        | <b>13</b>        | <b>13</b>              | <b>0</b>               | <b>0</b>                | <b>29</b>                  | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| ZURICH                                 | EASYJET AIRLINE COMPANY LTD | S                 | 107               | 1          | 0        | 78                         | 11               | 7                | 4                      | 0                      | 0                       | 12                         | 78                       | 10                         | 124                     |
| <b>TOTAL ZURICH</b>                    |                             |                   | <b>107</b>        | <b>1</b>   | <b>0</b> | <b>78</b>                  | <b>11</b>        | <b>7</b>         | <b>4</b>               | <b>0</b>               | <b>0</b>                | <b>12</b>                  | <b>78</b>                | <b>10</b>                  | <b>124</b>              |
| <b>TOTAL SWITZERLAND</b>               |                             |                   | <b>770</b>        | <b>3</b>   | <b>2</b> | <b>71</b>                  | <b>13</b>        | <b>11</b>        | <b>5</b>               | <b>0</b>               | <b>0</b>                | <b>16</b>                  | <b>70</b>                | <b>17</b>                  | <b>756</b>              |

## CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR MARCH 2004

Reporting Airport: GATWICK (Full Analysis)

| ORIGIN / DESTINATION              | AIRLINE                      | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         |                            | MAR 2003                 |                            |                         |
|-----------------------------------|------------------------------|-------------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                                   |                              |                   | MATCHED           |          | UNMATCHED | Early to<br>15 mins        | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                                   |                              |                   | Actual (7)        | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| <b>TRINIDAD AND TOBAGO</b>        |                              |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| PORT OF SPAIN                     | MY TRAVEL AIRWAYS UK         | C                 | 2                 | 0        | 0         | 50                         | 0                | 0                | 50                     | 0                      | 0                       | 48                         | 0                        | 0                          | 0                       |
| <b>TOTAL PORT OF SPAIN</b>        |                              |                   | <b>2</b>          | <b>0</b> | <b>0</b>  | <b>50</b>                  | <b>0</b>         | <b>0</b>         | <b>50</b>              | <b>0</b>               | <b>0</b>                | <b>48</b>                  | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| TOBAGO                            | BRITISH AIRWAYS PLC          | S                 | 24                | 0        | 0         | 88                         | 13               | 0                | 0                      | 0                      | 0                       | 6                          | 76                       | 9                          | 25                      |
|                                   | EXCEL AIRWAYS LTD            | C                 | 16                | 0        | 0         | 50                         | 19               | 6                | 6                      | 19                     | 0                       | 76                         | 0                        | 0                          | 0                       |
| <b>TOTAL TOBAGO</b>               |                              |                   | <b>40</b>         | <b>0</b> | <b>0</b>  | <b>73</b>                  | <b>15</b>        | <b>3</b>         | <b>3</b>               | <b>8</b>               | <b>0</b>                | <b>34</b>                  | <b>72</b>                | <b>16</b>                  | <b>29</b>               |
| <b>TOTAL TRINIDAD AND TOBAGO</b>  |                              |                   | <b>42</b>         | <b>0</b> | <b>0</b>  | <b>71</b>                  | <b>14</b>        | <b>2</b>         | <b>5</b>               | <b>7</b>               | <b>0</b>                | <b>34</b>                  | <b>72</b>                | <b>16</b>                  | <b>29</b>               |
| <b>TUNISIA</b>                    |                              |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| JERBA                             | NOUVELAIR TUNISIE            | C                 | 8                 | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 2                          | 0                        | 0                          | 0                       |
| <b>TOTAL JERBA</b>                |                              |                   | <b>8</b>          | <b>0</b> | <b>0</b>  | <b>100</b>                 | <b>0</b>         | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>2</b>                   | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| MONASTIR                          | BRITANNIA AIRWAYS            | C                 | 10                | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 2                          | 100                      | 0                          | 8                       |
|                                   | FIRST CHOICE AIRWAYS LTD     | C                 | 8                 | 0        | 0         | 75                         | 0                | 0                | 0                      | 25                     | 0                       | 58                         | 80                       | 7                          | 10                      |
|                                   | MY TRAVEL AIRWAYS UK         | C                 | 9                 | 0        | 0         | 78                         | 22               | 0                | 0                      | 0                      | 0                       | 7                          | 91                       | 4                          | 11                      |
|                                   | NOUVELAIR TUNISIE            | C                 | 8                 | 0        | 0         | 25                         | 50               | 13               | 13                     | 0                      | 0                       | 28                         | 0                        | 0                          | 0                       |
|                                   | THOMAS COOK AIRLINES LTD     | C                 | 9                 | 0        | 0         | 78                         | 11               | 11               | 0                      | 0                      | 0                       | 11                         | 100                      | 3                          | 10                      |
| <b>TOTAL MONASTIR</b>             |                              |                   | <b>44</b>         | <b>0</b> | <b>0</b>  | <b>73</b>                  | <b>16</b>        | <b>5</b>         | <b>2</b>               | <b>5</b>               | <b>0</b>                | <b>20</b>                  | <b>92</b>                | <b>4</b>                   | <b>39</b>               |
| TUNIS                             | GB AIRWAYS LTD               | S                 | 36                | 0        | 0         | 89                         | 11               | 0                | 0                      | 0                      | 0                       | 5                          | 75                       | 15                         | 36                      |
| <b>TOTAL TUNIS</b>                |                              |                   | <b>36</b>         | <b>2</b> | <b>0</b>  | <b>89</b>                  | <b>11</b>        | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>5</b>                   | <b>75</b>                | <b>15</b>                  | <b>36</b>               |
| <b>TOTAL TUNISIA</b>              |                              |                   | <b>88</b>         | <b>2</b> | <b>0</b>  | <b>82</b>                  | <b>13</b>        | <b>2</b>         | <b>1</b>               | <b>2</b>               | <b>0</b>                | <b>12</b>                  | <b>84</b>                | <b>9</b>                   | <b>75</b>               |
| <b>TURKEY</b>                     |                              |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| ANTALYA                           | FIRST CHOICE AIRWAYS LTD     | C                 | 4                 | 5        | 0         | 75                         | 25               | 0                | 0                      | 0                      | 0                       | 4                          | 0                        | 0                          | 0                       |
|                                   | THOMAS COOK AIRLINES LTD     | C                 | 11                | 0        | 0         | 82                         | 9                | 9                | 0                      | 0                      | 0                       | 10                         | 89                       | 3                          | 9                       |
| <b>TOTAL ANTALYA</b>              |                              |                   | <b>15</b>         | <b>5</b> | <b>0</b>  | <b>80</b>                  | <b>13</b>        | <b>7</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>8</b>                   | <b>89</b>                | <b>3</b>                   | <b>9</b>                |
| <b>TOTAL TURKEY</b>               |                              |                   | <b>15</b>         | <b>5</b> | <b>0</b>  | <b>80</b>                  | <b>13</b>        | <b>7</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>8</b>                   | <b>89</b>                | <b>3</b>                   | <b>9</b>                |
| <b>UKRAINE</b>                    |                              |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| KIEV (BORISPOL)                   | UKRAINE INTERNATIONAL AIRLIN | S                 | 44                | 0        | 0         | 84                         | 11               | 5                | 0                      | 0                      | 0                       | 6                          | 78                       | 18                         | 46                      |
| <b>TOTAL KIEV (BORISPOL)</b>      |                              |                   | <b>44</b>         | <b>0</b> | <b>0</b>  | <b>84</b>                  | <b>11</b>        | <b>5</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>6</b>                   | <b>78</b>                | <b>18</b>                  | <b>46</b>               |
| <b>TOTAL UKRAINE</b>              |                              |                   | <b>44</b>         | <b>0</b> | <b>0</b>  | <b>84</b>                  | <b>11</b>        | <b>5</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>6</b>                   | <b>78</b>                | <b>18</b>                  | <b>46</b>               |
| <b>UNITED ARAB EMIRATES</b>       |                              |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| DUBAI                             | EMIRATES                     | S                 | 182               | 0        | 6         | 74                         | 8                | 8                | 7                      | 3                      | 1                       | 25                         | 78                       | 9                          | 124                     |
| <b>TOTAL DUBAI</b>                |                              |                   | <b>182</b>        | <b>0</b> | <b>6</b>  | <b>74</b>                  | <b>8</b>         | <b>8</b>         | <b>7</b>               | <b>3</b>               | <b>1</b>                | <b>25</b>                  | <b>78</b>                | <b>9</b>                   | <b>124</b>              |
| <b>TOTAL UNITED ARAB EMIRATES</b> |                              |                   | <b>182</b>        | <b>1</b> | <b>6</b>  | <b>74</b>                  | <b>8</b>         | <b>8</b>         | <b>7</b>               | <b>3</b>               | <b>1</b>                | <b>25</b>                  | <b>78</b>                | <b>9</b>                   | <b>124</b>              |
| <b>UNITED KINGDOM</b>             |                              |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| ABERDEEN                          | BRITISH AIRWAYS PLC          | S                 | 234               | 0        | 0         | 87                         | 8                | 4                | 1                      | 0                      | 0                       | 6                          | 85                       | 10                         | 226                     |
| <b>TOTAL ABERDEEN</b>             |                              |                   | <b>234</b>        | <b>0</b> | <b>0</b>  | <b>87</b>                  | <b>8</b>         | <b>4</b>         | <b>1</b>               | <b>0</b>               | <b>0</b>                | <b>6</b>                   | <b>85</b>                | <b>10</b>                  | <b>226</b>              |
| BELFAST CITY                      | FLYBE.BRITISH EUROPEAN       | S                 | 218               | 0        | 0         | 85                         | 6                | 4                | 4                      | 0                      | 0                       | 11                         | 83                       | 13                         | 235                     |
| <b>TOTAL BELFAST CITY</b>         |                              |                   | <b>218</b>        | <b>0</b> | <b>0</b>  | <b>85</b>                  | <b>6</b>         | <b>4</b>         | <b>4</b>               | <b>0</b>               | <b>0</b>                | <b>11</b>                  | <b>83</b>                | <b>13</b>                  | <b>235</b>              |
| BELFAST INTERNATIONAL             | EASYJET AIRLINE COMPANY LTD  | S                 | 177               | 1        | 1         | 79                         | 10               | 6                | 5                      | 0                      | 0                       | 11                         | 78                       | 16                         | 156                     |

## CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR MARCH 2004

Reporting Airport: GATWICK (Full Analysis)

| ORIGIN / DESTINATION               | AIRLINE                       | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |           |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         |                            | MAR 2003                 |                            |                         |
|------------------------------------|-------------------------------|-------------------|-------------------|-----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                                    |                               |                   | MATCHED           |           | UNMATCHED | Early to<br>15 mins        | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                                    |                               |                   | Actual (7)        | Plan (8)  |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| <b>TOTAL BELFAST INTERNATIONAL</b> |                               |                   | <b>177</b>        | <b>1</b>  | <b>1</b>  | <b>79</b>                  | <b>10</b>        | <b>6</b>         | <b>5</b>               | <b>0</b>               | <b>0</b>                | <b>11</b>                  | <b>78</b>                | <b>16</b>                  | 156                     |
| <b>EDINBURGH</b>                   | BRITISH AIRWAYS PLC           | S                 | 336               | 0         | 0         | 88                         | 8                | 3                | 1                      | 0                      | 0                       | 6                          | 82                       | 8                          | 321                     |
|                                    | EASYJET AIRLINE COMPANY LTD   | S                 | 230               | 0         | 2         | 75                         | 13               | 10               | 2                      | 0                      | 0                       | 11                         | 80                       | 11                         | 279                     |
| <b>TOTAL EDINBURGH</b>             |                               |                   | <b>566</b>        | <b>1</b>  | <b>2</b>  | <b>83</b>                  | <b>10</b>        | <b>6</b>         | <b>1</b>               | <b>0</b>               | <b>0</b>                | <b>8</b>                   | <b>81</b>                | <b>9</b>                   | 602                     |
| <b>GLASGOW</b>                     | BRITISH AIRWAYS PLC           | S                 | 333               | 0         | 0         | 85                         | 10               | 4                | 1                      | 0                      | 0                       | 7                          | 91                       | 6                          | 320                     |
| <b>TOTAL GLASGOW</b>               |                               |                   | <b>333</b>        | <b>0</b>  | <b>0</b>  | <b>85</b>                  | <b>10</b>        | <b>4</b>         | <b>1</b>               | <b>0</b>               | <b>0</b>                | <b>7</b>                   | <b>91</b>                | <b>6</b>                   | 321                     |
| <b>GUERNSEY</b>                    | AURIGNY AIR SERVICES          | S                 | 192               | 0         | 54        | 86                         | 9                | 2                | 3                      | 0                      | 0                       | 7                          | 0                        | 0                          | 0                       |
|                                    | FLYBE.BRITISH EUROPEAN        | S                 | 220               | 0         | 0         | 88                         | 3                | 3                | 5                      | 1                      | 0                       | 12                         | 78                       | 23                         | 195                     |
| <b>TOTAL GUERNSEY</b>              |                               |                   | <b>412</b>        | <b>0</b>  | <b>54</b> | <b>87</b>                  | <b>6</b>         | <b>2</b>         | <b>4</b>               | <b>0</b>               | <b>0</b>                | <b>10</b>                  | <b>75</b>                | <b>20</b>                  | 365                     |
| <b>INVERNESS</b>                   | BRITISH AIRWAYS CITIEXPRESS L | S                 | 172               | 0         | 0         | 95                         | 4                | 1                | 1                      | 0                      | 0                       | 3                          | 83                       | 11                         | 159                     |
|                                    | EASYJET AIRLINE COMPANY LTD   | S                 | 62                | 0         | 0         | 77                         | 3                | 8                | 8                      | 3                      | 0                       | 20                         | 60                       | 24                         | 62                      |
| <b>TOTAL INVERNESS</b>             |                               |                   | <b>234</b>        | <b>0</b>  | <b>0</b>  | <b>90</b>                  | <b>4</b>         | <b>3</b>         | <b>3</b>               | <b>1</b>               | <b>0</b>                | <b>7</b>                   | <b>76</b>                | <b>14</b>                  | 221                     |
| <b>ISLE OF MAN</b>                 | BA CITIEXPRESS (IOM) LTD      | S                 | 169               | 0         | 0         | 80                         | 12               | 5                | 2                      | 0                      | 0                       | 9                          | 80                       | 10                         | 166                     |
| <b>TOTAL ISLE OF MAN</b>           |                               |                   | <b>169</b>        | <b>0</b>  | <b>0</b>  | <b>80</b>                  | <b>12</b>        | <b>5</b>         | <b>2</b>               | <b>0</b>               | <b>0</b>                | <b>9</b>                   | <b>80</b>                | <b>10</b>                  | 166                     |
| <b>JERSEY</b>                      | BRITISH AIRWAYS PLC           | S                 | 308               | 0         | 0         | 88                         | 6                | 4                | 1                      | 0                      | 0                       | 7                          | 0                        | 0                          | 0                       |
|                                    | FLYBE.BRITISH EUROPEAN        | S                 | 232               | 0         | 5         | 84                         | 7                | 5                | 4                      | 0                      | 0                       | 9                          | 80                       | 15                         | 222                     |
| <b>TOTAL JERSEY</b>                |                               |                   | <b>540</b>        | <b>0</b>  | <b>5</b>  | <b>87</b>                  | <b>7</b>         | <b>4</b>         | <b>2</b>               | <b>0</b>               | <b>0</b>                | <b>8</b>                   | <b>79</b>                | <b>12</b>                  | 613                     |
| <b>MANCHESTER</b>                  | BRITANNIA AIRWAYS             | C                 | 4                 | 0         | 0         | 50                         | 25               | 25               | 0                      | 0                      | 0                       | 14                         | 0                        | 0                          | 0                       |
|                                    | BRITISH AIRWAYS PLC           | S                 | 400               | 0         | 0         | 90                         | 7                | 3                | 1                      | 0                      | 0                       | 5                          | 83                       | 9                          | 391                     |
|                                    | FIRST CHOICE AIRWAYS LTD      | C                 | 7                 | 4         | 0         | 71                         | 14               | 14               | 0                      | 0                      | 0                       | 9                          | 0                        | 0                          | 0                       |
|                                    | MY TRAVEL AIRWAYS UK          | C                 | 16                | 0         | 0         | 69                         | 13               | 0                | 6                      | 0                      | 13                      | 155                        | 25                       | 118                        | 4                       |
| <b>TOTAL MANCHESTER</b>            |                               |                   | <b>427</b>        | <b>13</b> | <b>0</b>  | <b>88</b>                  | <b>8</b>         | <b>3</b>         | <b>1</b>               | <b>0</b>               | <b>0</b>                | <b>11</b>                  | <b>82</b>                | <b>11</b>                  | 399                     |
| <b>NEWCASTLE</b>                   | BRITISH AIRWAYS PLC           | S                 | 238               | 0         | 0         | 89                         | 6                | 4                | 0                      | 0                      | 0                       | 5                          | 0                        | 0                          | 0                       |
| <b>TOTAL NEWCASTLE</b>             |                               |                   | <b>238</b>        | <b>0</b>  | <b>0</b>  | <b>89</b>                  | <b>6</b>         | <b>4</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>5</b>                   | <b>89</b>                | <b>7</b>                   | 247                     |
| <b>NEWQUAY</b>                     | AIR SOUTHWEST                 | S                 | 131               | 10        | 5         | 84                         | 7                | 6                | 3                      | 0                      | 0                       | 8                          | 0                        | 0                          | 0                       |
| <b>TOTAL NEWQUAY</b>               |                               |                   | <b>131</b>        | <b>10</b> | <b>5</b>  | <b>84</b>                  | <b>7</b>         | <b>6</b>         | <b>3</b>               | <b>0</b>               | <b>0</b>                | <b>8</b>                   | <b>81</b>                | <b>9</b>                   | 62                      |
| <b>PLYMOUTH</b>                    | AIR SOUTHWEST                 | S                 | 92                | 6         | 3         | 86                         | 7                | 5                | 2                      | 0                      | 0                       | 7                          | 0                        | 0                          | 0                       |
| <b>TOTAL PLYMOUTH</b>              |                               |                   | <b>92</b>         | <b>6</b>  | <b>3</b>  | <b>86</b>                  | <b>7</b>         | <b>5</b>         | <b>2</b>               | <b>0</b>               | <b>0</b>                | <b>7</b>                   | <b>78</b>                | <b>11</b>                  | 174                     |
| <b>TOTAL UNITED KINGDOM</b>        |                               |                   | <b>3771</b>       | <b>33</b> | <b>70</b> | <b>86</b>                  | <b>8</b>         | <b>4</b>         | <b>2</b>               | <b>0</b>               | <b>0</b>                | <b>8</b>                   | <b>81</b>                | <b>11</b>                  | 3924                    |
| <b>USA</b>                         |                               |                   |                   |           |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| <b>ATLANTA</b>                     | BRITISH AIRWAYS PLC           | S                 | 62                | 0         | 0         | 84                         | 6                | 8                | 2                      | 0                      | 0                       | 9                          | 84                       | 9                          | 62                      |
|                                    | DELTA AIRLINES                | S                 | 122               | 0         | 4         | 59                         | 18               | 20               | 2                      | 0                      | 0                       | 17                         | 75                       | 11                         | 142                     |
| <b>TOTAL ATLANTA</b>               |                               |                   | <b>184</b>        | <b>0</b>  | <b>4</b>  | <b>67</b>                  | <b>14</b>        | <b>16</b>        | <b>2</b>               | <b>0</b>               | <b>0</b>                | <b>15</b>                  | <b>77</b>                | <b>10</b>                  | 204                     |
| <b>CHARLOTTE</b>                   | US AIRWAYS                    | S                 | 60                | 0         | 2         | 68                         | 20               | 7                | 3                      | 2                      | 0                       | 18                         | 81                       | 8                          | 62                      |
| <b>TOTAL CHARLOTTE</b>             |                               |                   | <b>60</b>         | <b>0</b>  | <b>2</b>  | <b>68</b>                  | <b>20</b>        | <b>7</b>         | <b>3</b>               | <b>2</b>               | <b>0</b>                | <b>18</b>                  | <b>81</b>                | <b>8</b>                   | 62                      |
| <b>CINCINNATI</b>                  | DELTA AIRLINES                | S                 | 52                | 0         | 0         | 73                         | 13               | 13               | 0                      | 0                      | 0                       | 12                         | 79                       | 16                         | 62                      |
| <b>TOTAL CINCINNATI</b>            |                               |                   | <b>52</b>         | <b>0</b>  | <b>0</b>  | <b>73</b>                  | <b>13</b>        | <b>13</b>        | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>12</b>                  | <b>79</b>                | <b>16</b>                  | 62                      |
| <b>DALLAS/FORT WORTH</b>           | AMERICAN AIRLINES             | S                 | 124               | 0         | 0         | 78                         | 13               | 7                | 1                      | 1                      | 0                       | 11                         | 87                       | 6                          | 116                     |
|                                    | BRITISH AIRWAYS PLC           | S                 | 62                | 0         | 0         | 81                         | 8                | 6                | 5                      | 0                      | 0                       | 10                         | 89                       | 8                          | 56                      |
| <b>TOTAL DALLAS/FORT WORTH</b>     |                               |                   | <b>186</b>        | <b>0</b>  | <b>0</b>  | <b>79</b>                  | <b>11</b>        | <b>7</b>         | <b>2</b>               | <b>1</b>               | <b>0</b>                | <b>11</b>                  | <b>88</b>                | <b>6</b>                   | 172                     |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR MARCH 2004

Reporting Airport: GATWICK (Full Analysis)

| ORIGIN / DESTINATION                    | AIRLINE                     | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |            |          | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         |                            | MAR 2003                 |                            |                         |
|---|-----------------------------|-------------------|-------------------|------------|----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|   |                             |                   | MATCHED           | UNMATCHED  |          | Early to<br>15 mins        | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|   |                             |                   |                   | Actual (7) | Plan (8) |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| DETROIT                                 | NORTHWEST AIRLINES          | S                 | 62                | 0          | 0        | 77                         | 11               | 8                | 3                      | 0                      | 0                       | 11                         | 82                       | 7                          | 49                      |
| <b>TOTAL DETROIT</b>                    |                             |                   | <b>62</b>         | <b>0</b>   | <b>0</b> | <b>77</b>                  | <b>11</b>        | <b>8</b>         | <b>3</b>               | <b>0</b>               | <b>0</b>                | <b>11</b>                  | <b>82</b>                | <b>7</b>                   | <b>49</b>               |
| HOUSTON                                 | BRITISH AIRWAYS PLC         | S                 | 86                | 0          | 0        | 80                         | 10               | 8                | 1                      | 0                      | 0                       | 10                         | 77                       | 12                         | 62                      |
|   | CONTINENTAL AIRLINES        | S                 | 124               | 0          | 0        | 74                         | 15               | 10               | 2                      | 0                      | 0                       | 12                         | 87                       | 9                          | 120                     |
| <b>TOTAL HOUSTON</b>                    |                             |                   | <b>210</b>        | <b>0</b>   | <b>0</b> | <b>77</b>                  | <b>13</b>        | <b>9</b>         | <b>1</b>               | <b>0</b>               | <b>0</b>                | <b>11</b>                  | <b>84</b>                | <b>10</b>                  | <b>182</b>              |
| LAS VEGAS                               | VIRGIN ATLANTIC AIRWAYS LTD | S                 | 32                | 0          | 0        | 53                         | 31               | 16               | 0                      | 0                      | 0                       | 16                         | 78                       | 35                         | 18                      |
| <b>TOTAL LAS VEGAS</b>                  |                             |                   | <b>32</b>         | <b>0</b>   | <b>0</b> | <b>53</b>                  | <b>31</b>        | <b>16</b>        | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>16</b>                  | <b>78</b>                | <b>35</b>                  | <b>18</b>               |
| MINNEAPOLIS-ST PAUL                     | NORTHWEST AIRLINES          | S                 | 62                | 0          | 0        | 71                         | 16               | 6                | 6                      | 0                      | 0                       | 15                         | 71                       | 18                         | 45                      |
| <b>TOTAL MINNEAPOLIS-ST PAUL</b>        |                             |                   | <b>62</b>         | <b>0</b>   | <b>0</b> | <b>71</b>                  | <b>16</b>        | <b>6</b>         | <b>6</b>               | <b>0</b>               | <b>0</b>                | <b>15</b>                  | <b>71</b>                | <b>18</b>                  | <b>45</b>               |
| NEW ORLEANS                             | BRITANNIA AIRWAYS           | C                 | 2                 | 0          | 0        | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 7                          | 0                        | 0                          | 0                       |
|   | THOMAS COOK AIRLINES LTD    | C                 | 2                 | 0          | 0        | 50                         | 0                | 50               | 0                      | 0                      | 0                       | 25                         | 0                        | 0                          | 0                       |
| <b>TOTAL NEW ORLEANS</b>                |                             |                   | <b>4</b>          | <b>0</b>   | <b>0</b> | <b>75</b>                  | <b>0</b>         | <b>25</b>        | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>16</b>                  | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| NEW YORK (NEWARK)                       | CONTINENTAL AIRLINES        | S                 | 124               | 1          | 0        | 75                         | 14               | 8                | 3                      | 0                      | 0                       | 12                         | 84                       | 9                          | 108                     |
| <b>TOTAL NEW YORK (NEWARK)</b>          |                             |                   | <b>124</b>        | <b>4</b>   | <b>0</b> | <b>75</b>                  | <b>14</b>        | <b>8</b>         | <b>3</b>               | <b>0</b>               | <b>0</b>                | <b>12</b>                  | <b>84</b>                | <b>9</b>                   | <b>108</b>              |
| ORLANDO                                 | BRITISH AIRWAYS PLC         | S                 | 62                | 0          | 0        | 81                         | 13               | 6                | 0                      | 0                      | 0                       | 8                          | 81                       | 11                         | 62                      |
|   | VIRGIN ATLANTIC AIRWAYS LTD | S                 | 112               | 2          | 3        | 47                         | 18               | 21               | 14                     | 0                      | 0                       | 27                         | 62                       | 18                         | 124                     |
| <b>TOTAL ORLANDO</b>                    |                             |                   | <b>174</b>        | <b>2</b>   | <b>3</b> | <b>59</b>                  | <b>16</b>        | <b>16</b>        | <b>9</b>               | <b>0</b>               | <b>0</b>                | <b>20</b>                  | <b>68</b>                | <b>16</b>                  | <b>186</b>              |
| PHILADELPHIA INTERNATIONAL              | US AIRWAYS                  | S                 | 62                | 0          | 0        | 66                         | 16               | 11               | 5                      | 2                      | 0                       | 22                         | 76                       | 16                         | 62                      |
| <b>TOTAL PHILADELPHIA INTERNATIONAL</b> |                             |                   | <b>62</b>         | <b>0</b>   | <b>0</b> | <b>66</b>                  | <b>16</b>        | <b>11</b>        | <b>5</b>               | <b>2</b>               | <b>0</b>                | <b>22</b>                  | <b>76</b>                | <b>16</b>                  | <b>62</b>               |
| RALEIGH                                 | AMERICAN AIRLINES           | S                 | 62                | 0          | 0        | 69                         | 19               | 11               | 0                      | 0                      | 0                       | 11                         | 89                       | 11                         | 62                      |
| <b>TOTAL RALEIGH</b>                    |                             |                   | <b>62</b>         | <b>0</b>   | <b>0</b> | <b>69</b>                  | <b>19</b>        | <b>11</b>        | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>11</b>                  | <b>89</b>                | <b>11</b>                  | <b>62</b>               |
| SANFORD                                 | AIR ATLANTA EUROPE LTD      | C                 | 6                 | 0          | 0        | 33                         | 33               | 17               | 17                     | 0                      | 0                       | 27                         | 0                        | 0                          | 0                       |
|   | BRITANNIA AIRWAYS           | C                 | 8                 | 0          | 0        | 75                         | 0                | 25               | 0                      | 0                      | 0                       | 14                         | 63                       | 14                         | 8                       |
|   | EUROPEAN AIR CHARTER        | C                 | 2                 | 0          | 0        | 50                         | 50               | 0                | 0                      | 0                      | 0                       | 10                         | 0                        | 0                          | 0                       |
|   | FIRST CHOICE AIRWAYS LTD    | C                 | 8                 | 0          | 0        | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 6                          | 70                       | 14                         | 10                      |
|   | MY TRAVEL AIRWAYS UK        | C                 | 9                 | 0          | 0        | 78                         | 22               | 0                | 0                      | 0                      | 0                       | 8                          | 30                       | 79                         | 10                      |
|   | THOMAS COOK AIRLINES LTD    | C                 | 3                 | 0          | 0        | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 6                          | 0                        | 0                          | 0                       |
| <b>TOTAL SANFORD</b>                    |                             |                   | <b>36</b>         | <b>0</b>   | <b>0</b> | <b>75</b>                  | <b>14</b>        | <b>8</b>         | <b>3</b>               | <b>0</b>               | <b>0</b>                | <b>12</b>                  | <b>54</b>                | <b>37</b>                  | <b>28</b>               |
| TAMPA                                   | BRITISH AIRWAYS PLC         | S                 | 43                | 0          | 0        | 67                         | 12               | 12               | 9                      | 0                      | 0                       | 20                         | 89                       | 5                          | 44                      |
| <b>TOTAL TAMPA</b>                      |                             |                   | <b>43</b>         | <b>0</b>   | <b>0</b> | <b>67</b>                  | <b>12</b>        | <b>12</b>        | <b>9</b>               | <b>0</b>               | <b>0</b>                | <b>20</b>                  | <b>89</b>                | <b>5</b>                   | <b>44</b>               |
| <b>TOTAL USA</b>                        |                             |                   | <b>1353</b>       | <b>7</b>   | <b>9</b> | <b>71</b>                  | <b>15</b>        | <b>11</b>        | <b>3</b>               | <b>0</b>               | <b>0</b>                | <b>14</b>                  | <b>79</b>                | <b>12</b>                  | <b>1498</b>             |
| VENEZUELA                               |                             |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| PORLAMAR                                | FIRST CHOICE AIRWAYS LTD    | C                 | 4                 | 0          | 0        | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 0                          | 0                        | 0                          | 0                       |
| <b>TOTAL PORLAMAR</b>                   |                             |                   | <b>4</b>          | <b>0</b>   | <b>0</b> | <b>100</b>                 | <b>0</b>         | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>0</b>                   | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| <b>TOTAL VENEZUELA</b>                  |                             |                   | <b>4</b>          | <b>0</b>   | <b>0</b> | <b>100</b>                 | <b>0</b>         | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>0</b>                   | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| VIRGIN ISLANDS (U.S.A)                  |                             |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| ST THOMAS ISLANDS                       | FIRST CHOICE AIRWAYS LTD    | C                 | 4                 | 0          | 0        | 25                         | 0                | 50               | 25                     | 0                      | 0                       | 42                         | 0                        | 88                         | 5                       |
| <b>TOTAL ST THOMAS ISLANDS</b>          |                             |                   | <b>4</b>          | <b>0</b>   | <b>0</b> | <b>25</b>                  | <b>0</b>         | <b>50</b>        | <b>25</b>              | <b>0</b>               | <b>0</b>                | <b>42</b>                  | <b>0</b>                 | <b>88</b>                  | <b>5</b>                |
| <b>TOTAL VIRGIN ISLANDS (U.S.A)</b>     |                             |                   | <b>4</b>          | <b>0</b>   | <b>0</b> | <b>25</b>                  | <b>0</b>         | <b>50</b>        | <b>25</b>              | <b>0</b>               | <b>0</b>                | <b>42</b>                  | <b>0</b>                 | <b>88</b>                  | <b>5</b>                |



CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR MARCH 2004

Reporting Airport: GATWICK (Full Analysis)

| ORIGIN / DESTINATION | AIRLINE      | NUMBER OF FLIGHTS |           |            | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         |                            | MAR 2003                 |                            |                         |          |
|----------------------|--------------|-------------------|-----------|------------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|----------|
|                      |              | CHARTER/<br>SCHED | UNMATCHED |            | Early to<br>15 mins        | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |          |
|                      |              |                   | MATCHED   | Actual (7) |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         | Plan (8) |
| ZIMBABWE             |              |                   |           |            |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |          |
| HARARE               | AIR ZIMBABWE | S                 | 26        | 2          | 0                          | 54               | 23               | 15                     | 8                      | 0                       | 0                          | 19                       | 78                         | 19                      | 27       |
| TOTAL HARARE         |              |                   | 26        | 2          | 0                          | 54               | 23               | 15                     | 8                      | 0                       | 0                          | 19                       | 78                         | 19                      | 27       |
| TOTAL ZIMBABWE       |              |                   | 26        | 2          | 0                          | 54               | 23               | 15                     | 8                      | 0                       | 0                          | 19                       | 78                         | 19                      | 27       |
| TOTAL GATWICK        |              |                   | 17320     | 109        | 145                        | 80               | 10               | 6                      | 3                      | 0                       | 0                          | 12                       | 78                         | 14                      | 17914    |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR MARCH 2004

Reporting Airport: GLASGOW (Full Analysis)

| ORIGIN / DESTINATION        | AIRLINE                       | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         |                            | MAR 2003                 |                            |                         |
|-----------------------------|-------------------------------|-------------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                             |                               |                   | MATCHED           |          | UNMATCHED | Early to<br>15 mins        | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                             |                               |                   | Actual (7)        | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| <b>AUSTRIA</b>              |                               |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| SALZBURG                    | BRITANNIA AIRWAYS             | C                 | 6                 | 0        | 0         | 83                         | 17               | 0                | 0                      | 0                      | 0                       | 6                          | 89                       | 9                          | 9                       |
| <b>TOTAL SALZBURG</b>       |                               |                   | <b>6</b>          | <b>0</b> | <b>0</b>  | <b>83</b>                  | <b>17</b>        | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>6</b>                   | <b>89</b>                | <b>9</b>                   | <b>9</b>                |
| <b>TOTAL AUSTRIA</b>        |                               |                   | <b>6</b>          | <b>0</b> | <b>0</b>  | <b>83</b>                  | <b>17</b>        | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>6</b>                   | <b>83</b>                | <b>8</b>                   | <b>18</b>               |
| <b>BARBADOS</b>             |                               |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| BRIDGETOWN                  | BRITANNIA AIRWAYS             | C                 | 2                 | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 11                         | 0                        | 0                          | 0                       |
| <b>TOTAL BRIDGETOWN</b>     |                               |                   | <b>2</b>          | <b>0</b> | <b>0</b>  | <b>100</b>                 | <b>0</b>         | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>11</b>                  | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| <b>TOTAL BARBADOS</b>       |                               |                   | <b>2</b>          | <b>0</b> | <b>0</b>  | <b>100</b>                 | <b>0</b>         | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>11</b>                  | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| <b>CANADA</b>               |                               |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| TORONTO                     | AIR TRANSAT                   | S                 | 4                 | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 2                          | 88                       | 7                          | 8                       |
|                             | AIR TRANSAT                   | C                 | 4                 | 0        | 0         | 50                         | 50               | 0                | 0                      | 0                      | 0                       | 14                         | 0                        | 0                          | 0                       |
| <b>TOTAL TORONTO</b>        |                               |                   | <b>8</b>          | <b>0</b> | <b>0</b>  | <b>75</b>                  | <b>25</b>        | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>8</b>                   | <b>88</b>                | <b>7</b>                   | <b>8</b>                |
| <b>TOTAL CANADA</b>         |                               |                   | <b>8</b>          | <b>0</b> | <b>0</b>  | <b>75</b>                  | <b>25</b>        | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>8</b>                   | <b>88</b>                | <b>7</b>                   | <b>8</b>                |
| <b>CYPRUS</b>               |                               |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| PAPHOS                      | BRITANNIA AIRWAYS             | C                 | 10                | 0        | 0         | 70                         | 10               | 20               | 0                      | 0                      | 0                       | 14                         | 75                       | 14                         | 8                       |
|                             | FIRST CHOICE AIRWAYS LTD      | S                 | 10                | 0        | 0         | 60                         | 30               | 0                | 10                     | 0                      | 0                       | 14                         | 50                       | 14                         | 8                       |
| <b>TOTAL PAPHOS</b>         |                               |                   | <b>22</b>         | <b>0</b> | <b>0</b>  | <b>68</b>                  | <b>18</b>        | <b>9</b>         | <b>5</b>               | <b>0</b>               | <b>0</b>                | <b>13</b>                  | <b>63</b>                | <b>14</b>                  | <b>16</b>               |
| <b>TOTAL CYPRUS</b>         |                               |                   | <b>22</b>         | <b>0</b> | <b>0</b>  | <b>68</b>                  | <b>18</b>        | <b>9</b>         | <b>5</b>               | <b>0</b>               | <b>0</b>                | <b>13</b>                  | <b>63</b>                | <b>14</b>                  | <b>16</b>               |
| <b>CZECH REPUBLIC</b>       |                               |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| PRAGUE                      | BRITISH AIRWAYS PLC           | C                 | 2                 | 0        | 0         | 50                         | 0                | 0                | 50                     | 0                      | 0                       | 31                         | 0                        | 0                          | 0                       |
|                             | EXCEL AIRWAYS LTD             | C                 | 2                 | 0        | 0         | 0                          | 50               | 50               | 0                      | 0                      | 0                       | 36                         | 0                        | 0                          | 0                       |
|                             | FLYJET LTD                    | C                 | 2                 | 0        | 0         | 0                          | 0                | 50               | 50                     | 0                      | 0                       | 112                        | 0                        | 0                          | 0                       |
|                             | MY TRAVEL AIRWAYS UK          | C                 | 2                 | 0        | 0         | 50                         | 0                | 0                | 50                     | 0                      | 0                       | 52                         | 0                        | 0                          | 0                       |
|                             | THOMAS COOK AIRLINES LTD      | C                 | 4                 | 0        | 0         | 25                         | 0                | 75               | 0                      | 0                      | 0                       | 36                         | 0                        | 0                          | 0                       |
| <b>TOTAL PRAGUE</b>         |                               |                   | <b>12</b>         | <b>0</b> | <b>0</b>  | <b>25</b>                  | <b>8</b>         | <b>42</b>        | <b>25</b>              | <b>0</b>               | <b>0</b>                | <b>50</b>                  | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| <b>TOTAL CZECH REPUBLIC</b> |                               |                   | <b>12</b>         | <b>0</b> | <b>0</b>  | <b>25</b>                  | <b>8</b>         | <b>42</b>        | <b>25</b>              | <b>0</b>               | <b>0</b>                | <b>50</b>                  | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| <b>DENMARK</b>              |                               |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| COPENHAGEN                  | BMI BRITISH MIDLAND           | S                 | 54                | 0        | 0         | 94                         | 2                | 0                | 4                      | 0                      | 0                       | 8                          | 81                       | 17                         | 62                      |
| <b>TOTAL COPENHAGEN</b>     |                               |                   | <b>54</b>         | <b>0</b> | <b>0</b>  | <b>94</b>                  | <b>2</b>         | <b>0</b>         | <b>4</b>               | <b>0</b>               | <b>0</b>                | <b>8</b>                   | <b>81</b>                | <b>17</b>                  | <b>62</b>               |
| <b>TOTAL DENMARK</b>        |                               |                   | <b>54</b>         | <b>0</b> | <b>0</b>  | <b>94</b>                  | <b>2</b>         | <b>0</b>         | <b>4</b>               | <b>0</b>               | <b>0</b>                | <b>8</b>                   | <b>81</b>                | <b>17</b>                  | <b>62</b>               |
| <b>ESTONIA</b>              |                               |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| TALLIN                      | ESTONIAN AIR                  | C                 | 4                 | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 0                          | 0                        | 0                          | 0                       |
| <b>TOTAL TALLIN</b>         |                               |                   | <b>4</b>          | <b>0</b> | <b>0</b>  | <b>100</b>                 | <b>0</b>         | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>0</b>                   | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| <b>TOTAL ESTONIA</b>        |                               |                   | <b>4</b>          | <b>0</b> | <b>0</b>  | <b>100</b>                 | <b>0</b>         | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>0</b>                   | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| <b>FRANCE</b>               |                               |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| LYON                        | BRITANNIA AIRWAYS             | C                 | 10                | 0        | 0         | 60                         | 10               | 30               | 0                      | 0                      | 0                       | 20                         | 60                       | 29                         | 10                      |
| <b>TOTAL LYON</b>           |                               |                   | <b>10</b>         | <b>0</b> | <b>0</b>  | <b>60</b>                  | <b>10</b>        | <b>30</b>        | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>20</b>                  | <b>64</b>                | <b>27</b>                  | <b>11</b>               |
| PARIS (CHARLES DE GAULLE)   | BRITISH AIRWAYS CITIEXPRESS L | S                 | 35                | 0        | 0         | 94                         | 6                | 0                | 0                      | 0                      | 0                       | 5                          | 86                       | 12                         | 22                      |

## CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR MARCH 2004

Reporting Airport: GLASGOW (Full Analysis)

| ORIGIN / DESTINATION                   | AIRLINE                       | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |            |          | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         |                            | MAR 2003                 |                            |                         |
|--|-------------------------------|-------------------|-------------------|------------|----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|  |                               |                   | MATCHED           | UNMATCHED  |          | Early to<br>15 mins        | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|  |                               |                   |                   | Actual (7) | Plan (8) |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| PARIS (CHARLES DE GAULLE)              | FLYBE.BRITISH EUROPEAN        | S                 | 2                 | 0          | 0        | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 0                          | 0                        | 0                          | 0                       |
| <b>TOTAL PARIS (CHARLES DE GAULLE)</b> |                               |                   | <b>37</b>         | <b>0</b>   | <b>0</b> | <b>95</b>                  | <b>5</b>         | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>4</b>                   | <b>75</b>                | <b>14</b>                  | <b>122</b>              |
| TOULOUSE (BLAGNAC)                     | FIRST CHOICE AIRWAYS LTD      | C                 | 7                 | 0          | 0        | 100                        | 0                | 0                | 0                      | 0                      | 2                       | 50                         | 12                       | 10                         |                         |
| <b>TOTAL TOULOUSE (BLAGNAC)</b>        |                               |                   | <b>7</b>          | <b>0</b>   | <b>0</b> | <b>100</b>                 | <b>0</b>         | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>2</b>                | <b>50</b>                  | <b>12</b>                | <b>10</b>                  |                         |
| <b>TOTAL FRANCE</b>                    |                               |                   | <b>54</b>         | <b>1</b>   | <b>0</b> | <b>89</b>                  | <b>6</b>         | <b>6</b>         | <b>0</b>               | <b>0</b>               | <b>7</b>                | <b>72</b>                  | <b>15</b>                | <b>144</b>                 |                         |
| <b>GAMBIA</b>                          |                               |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| BANJUL                                 | ASTRAEUS LTD                  | C                 | 8                 | 0          | 0        | 88                         | 13               | 0                | 0                      | 0                      | 4                       | 0                          | 0                        | 0                          |                         |
| <b>TOTAL BANJUL</b>                    |                               |                   | <b>8</b>          | <b>0</b>   | <b>0</b> | <b>88</b>                  | <b>13</b>        | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>4</b>                | <b>88</b>                  | <b>131</b>               | <b>8</b>                   |                         |
| <b>TOTAL GAMBIA</b>                    |                               |                   | <b>8</b>          | <b>0</b>   | <b>0</b> | <b>88</b>                  | <b>13</b>        | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>4</b>                | <b>88</b>                  | <b>131</b>               | <b>8</b>                   |                         |
| <b>GERMANY</b>                         |                               |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| DUSSELDORF                             | BRITISH AIRWAYS CITIEXPRESS L | S                 | 43                | 0          | 0        | 88                         | 2                | 7                | 2                      | 0                      | 8                       | 0                          | 0                        | 0                          |                         |
| <b>TOTAL DUSSELDORF</b>                |                               |                   | <b>43</b>         | <b>0</b>   | <b>0</b> | <b>88</b>                  | <b>2</b>         | <b>7</b>         | <b>2</b>               | <b>0</b>               | <b>8</b>                | <b>0</b>                   | <b>0</b>                 | <b>0</b>                   |                         |
| FRANKFURT MAIN                         | BRITISH AIRWAYS CITIEXPRESS L | S                 | 100               | 0          | 0        | 76                         | 14               | 3                | 7                      | 0                      | 11                      | 93                         | 3                        | 46                         |                         |
| <b>TOTAL FRANKFURT MAIN</b>            |                               |                   | <b>100</b>        | <b>0</b>   | <b>3</b> | <b>76</b>                  | <b>14</b>        | <b>3</b>         | <b>7</b>               | <b>0</b>               | <b>11</b>               | <b>92</b>                  | <b>4</b>                 | <b>65</b>                  |                         |
| MUNICH                                 | BRITISH AIRWAYS CITIEXPRESS L | S                 | 46                | 0          | 0        | 74                         | 20               | 2                | 2                      | 2                      | 13                      | 88                         | 4                        | 40                         |                         |
| <b>TOTAL MUNICH</b>                    |                               |                   | <b>46</b>         | <b>0</b>   | <b>0</b> | <b>74</b>                  | <b>20</b>        | <b>2</b>         | <b>2</b>               | <b>2</b>               | <b>13</b>               | <b>88</b>                  | <b>4</b>                 | <b>40</b>                  |                         |
| <b>TOTAL GERMANY</b>                   |                               |                   | <b>189</b>        | <b>0</b>   | <b>3</b> | <b>78</b>                  | <b>13</b>        | <b>4</b>         | <b>5</b>               | <b>1</b>               | <b>11</b>               | <b>91</b>                  | <b>4</b>                 | <b>107</b>                 |                         |
| <b>ICELAND</b>                         |                               |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| KEFLAVIK                               | ICELANDAIR                    | S                 | 34                | 0          | 0        | 76                         | 9                | 9                | 3                      | 3                      | 18                      | 79                         | 10                       | 34                         |                         |
| <b>TOTAL KEFLAVIK</b>                  |                               |                   | <b>34</b>         | <b>0</b>   | <b>0</b> | <b>76</b>                  | <b>9</b>         | <b>9</b>         | <b>3</b>               | <b>3</b>               | <b>18</b>               | <b>79</b>                  | <b>10</b>                | <b>34</b>                  |                         |
| <b>TOTAL ICELAND</b>                   |                               |                   | <b>34</b>         | <b>0</b>   | <b>0</b> | <b>76</b>                  | <b>9</b>         | <b>9</b>         | <b>3</b>               | <b>3</b>               | <b>18</b>               | <b>79</b>                  | <b>10</b>                | <b>34</b>                  |                         |
| <b>IRISH REPUBLIC</b>                  |                               |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| CONNAUGHT                              | BMI BRITISH MIDLAND           | S                 | 30                | 0          | 4        | 100                        | 0                | 0                | 0                      | 0                      | 2                       | 0                          | 0                        | 0                          |                         |
| <b>TOTAL CONNAUGHT</b>                 |                               |                   | <b>30</b>         | <b>0</b>   | <b>4</b> | <b>100</b>                 | <b>0</b>         | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>2</b>                | <b>0</b>                   | <b>0</b>                 | <b>0</b>                   |                         |
| CORK                                   | LOGANAIR                      | S                 | 56                | 0          | 0        | 91                         | 5                | 4                | 0                      | 0                      | 5                       | 83                         | 8                        | 54                         |                         |
| <b>TOTAL CORK</b>                      |                               |                   | <b>56</b>         | <b>0</b>   | <b>0</b> | <b>91</b>                  | <b>5</b>         | <b>4</b>         | <b>0</b>               | <b>0</b>               | <b>5</b>                | <b>83</b>                  | <b>8</b>                 | <b>54</b>                  |                         |
| DUBLIN                                 | AER LINGUS                    | S                 | 170               | 0          | 0        | 86                         | 8                | 4                | 2                      | 0                      | 8                       | 79                         | 17                       | 177                        |                         |
| <b>TOTAL DUBLIN</b>                    |                               |                   | <b>170</b>        | <b>0</b>   | <b>0</b> | <b>86</b>                  | <b>8</b>         | <b>4</b>         | <b>2</b>               | <b>0</b>               | <b>8</b>                | <b>79</b>                  | <b>17</b>                | <b>177</b>                 |                         |
| <b>TOTAL IRISH REPUBLIC</b>            |                               |                   | <b>256</b>        | <b>0</b>   | <b>4</b> | <b>89</b>                  | <b>6</b>         | <b>3</b>         | <b>2</b>               | <b>0</b>               | <b>6</b>                | <b>80</b>                  | <b>15</b>                | <b>231</b>                 |                         |
| <b>ITALY</b>                           |                               |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| TURIN                                  | THOMAS COOK AIRLINES LTD      | C                 | 7                 | 0          | 0        | 100                        | 0                | 0                | 0                      | 0                      | 2                       | 100                        | 1                        | 9                          |                         |
| <b>TOTAL TURIN</b>                     |                               |                   | <b>7</b>          | <b>0</b>   | <b>0</b> | <b>100</b>                 | <b>0</b>         | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>2</b>                | <b>100</b>                 | <b>1</b>                 | <b>9</b>                   |                         |
| <b>TOTAL ITALY</b>                     |                               |                   | <b>7</b>          | <b>0</b>   | <b>0</b> | <b>100</b>                 | <b>0</b>         | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>2</b>                | <b>100</b>                 | <b>1</b>                 | <b>9</b>                   |                         |
| <b>MALTA</b>                           |                               |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| MALTA                                  | AIR MALTA                     | S                 | 8                 | 0          | 0        | 63                         | 25               | 13               | 0                      | 0                      | 11                      | 75                         | 10                       | 8                          |                         |
|  | AIR MALTA                     | C                 | 10                | 0          | 0        | 100                        | 0                | 0                | 0                      | 0                      | 3                       | 100                        | 0                        | 10                         |                         |
| <b>TOTAL MALTA</b>                     |                               |                   | <b>18</b>         | <b>0</b>   | <b>0</b> | <b>83</b>                  | <b>11</b>        | <b>6</b>         | <b>0</b>               | <b>0</b>               | <b>6</b>                | <b>85</b>                  | <b>7</b>                 | <b>26</b>                  |                         |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR MARCH 2004

Reporting Airport: GLASGOW (Full Analysis)

| ORIGIN / DESTINATION                     | AIRLINE                       | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |            |          | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         |                            | MAR 2003                 |                            |                         |
|--|-------------------------------|-------------------|-------------------|------------|----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|  |                               |                   | MATCHED           | UNMATCHED  |          | Early to<br>15 mins        | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|  |                               |                   |                   | Actual (7) | Plan (8) |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| <b>TOTAL MALTA</b>                       |                               |                   | <b>18</b>         | <b>0</b>   | <b>0</b> | <b>83</b>                  | <b>11</b>        | <b>6</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>6</b>                   | <b>85</b>                | <b>7</b>                   | <b>26</b>               |
| <b>NETHERLANDS</b>                       |                               |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| <b>AMSTERDAM</b>                         | EASYJET AIRLINE COMPANY LTD   | S                 | 61                | 1          | 0        | 97                         | 2                | 0                | 2                      | 0                      | 0                       | 7                          | 74                       | 21                         | 120                     |
|  | KLM                           | S                 | 239               | 0          | 5        | 83                         | 10               | 5                | 1                      | 0                      | 0                       | 8                          | 0                        | 0                          | 0                       |
| <b>TOTAL AMSTERDAM</b>                   |                               |                   | <b>300</b>        | <b>1</b>   | <b>5</b> | <b>86</b>                  | <b>9</b>         | <b>4</b>         | <b>1</b>               | <b>0</b>               | <b>0</b>                | <b>8</b>                   | <b>76</b>                | <b>18</b>                  | <b>357</b>              |
| <b>TOTAL NETHERLANDS</b>                 |                               |                   | <b>300</b>        | <b>1</b>   | <b>5</b> | <b>86</b>                  | <b>9</b>         | <b>4</b>         | <b>1</b>               | <b>0</b>               | <b>0</b>                | <b>8</b>                   | <b>76</b>                | <b>18</b>                  | <b>357</b>              |
| <b>PORTUGAL(EXCLUDING MADEIRA)</b>       |                               |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| <b>FARO</b>                              | AIR LUXOR                     | C                 | 2                 | 0          | 0        | 0                          | 50               | 50               | 0                      | 0                      | 0                       | 33                         | 33                       | 64                         | 3                       |
|  | BRITANNIA AIRWAYS             | C                 | 8                 | 0          | 0        | 88                         | 0                | 13               | 0                      | 0                      | 0                       | 8                          | 0                        | 0                          | 0                       |
|  | FIRST CHOICE AIRWAYS LTD      | C                 | 8                 | 0          | 0        | 75                         | 0                | 0                | 0                      | 25                     | 0                       | 84                         | 0                        | 0                          | 0                       |
|  | MY TRAVEL AIRWAYS UK          | C                 | 8                 | 0          | 0        | 88                         | 13               | 0                | 0                      | 0                      | 0                       | 7                          | 30                       | 27                         | 10                      |
|  | THOMAS COOK AIRLINES LTD      | C                 | 9                 | 0          | 0        | 78                         | 0                | 0                | 22                     | 0                      | 0                       | 25                         | 100                      | 0                          | 1                       |
| <b>TOTAL FARO</b>                        |                               |                   | <b>35</b>         | <b>0</b>   | <b>0</b> | <b>77</b>                  | <b>6</b>         | <b>6</b>         | <b>6</b>               | <b>6</b>               | <b>0</b>                | <b>31</b>                  | <b>62</b>                | <b>21</b>                  | <b>26</b>               |
| <b>TOTAL PORTUGAL(EXCLUDING MADEIRA)</b> |                               |                   | <b>35</b>         | <b>0</b>   | <b>0</b> | <b>77</b>                  | <b>6</b>         | <b>6</b>         | <b>6</b>               | <b>6</b>               | <b>0</b>                | <b>31</b>                  | <b>62</b>                | <b>21</b>                  | <b>26</b>               |
| <b>PORTUGAL(MADEIRA)</b>                 |                               |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| <b>FUNCHAL</b>                           | FIRST CHOICE AIRWAYS LTD      | C                 | 10                | 0          | 0        | 80                         | 20               | 0                | 0                      | 0                      | 0                       | 7                          | 80                       | 8                          | 10                      |
| <b>TOTAL FUNCHAL</b>                     |                               |                   | <b>10</b>         | <b>0</b>   | <b>0</b> | <b>80</b>                  | <b>20</b>        | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>7</b>                   | <b>80</b>                | <b>8</b>                   | <b>10</b>               |
| <b>TOTAL PORTUGAL(MADEIRA)</b>           |                               |                   | <b>10</b>         | <b>0</b>   | <b>0</b> | <b>80</b>                  | <b>20</b>        | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>7</b>                   | <b>80</b>                | <b>8</b>                   | <b>10</b>               |
| <b>SPAIN</b>                             |                               |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| <b>ALICANTE</b>                          | BRITANNIA AIRWAYS             | C                 | 18                | 0          | 0        | 94                         | 6                | 0                | 0                      | 0                      | 0                       | 3                          | 100                      | 1                          | 18                      |
|  | CHANNEL EXPRESS (AIR SVS)     | S                 | 16                | 0          | 0        | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 1                          | 0                        | 0                          | 0                       |
|  | FIRST CHOICE AIRWAYS LTD      | C                 | 6                 | 0          | 0        | 67                         | 0                | 0                | 0                      | 33                     | 0                       | 103                        | 90                       | 6                          | 10                      |
|  | GREECE AIRWAYS                | S                 | 25                | 1          | 0        | 76                         | 12               | 4                | 8                      | 0                      | 0                       | 12                         | 0                        | 0                          | 0                       |
|  | MY TRAVEL AIRWAYS UK          | C                 | 16                | 0          | 0        | 69                         | 13               | 19               | 0                      | 0                      | 0                       | 16                         | 89                       | 8                          | 27                      |
|  | THOMAS COOK AIRLINES LTD      | C                 | 8                 | 0          | 0        | 88                         | 13               | 0                | 0                      | 0                      | 0                       | 5                          | 80                       | 10                         | 10                      |
| <b>TOTAL ALICANTE</b>                    |                               |                   | <b>89</b>         | <b>1</b>   | <b>0</b> | <b>83</b>                  | <b>8</b>         | <b>4</b>         | <b>2</b>               | <b>2</b>               | <b>0</b>                | <b>14</b>                  | <b>91</b>                | <b>6</b>                   | <b>65</b>               |
| <b>BARCELONA</b>                         | AIR ATLANTA EUROPE LTD        | C                 | 4                 | 0          | 0        | 25                         | 25               | 50               | 0                      | 0                      | 0                       | 31                         | 0                        | 0                          | 0                       |
|  | AIR CORDIAL LTD               | C                 | 2                 | 0          | 0        | 0                          | 50               | 0                | 50                     | 0                      | 0                       | 90                         | 0                        | 0                          | 0                       |
|  | AIR EUROPA                    | C                 | 2                 | 0          | 0        | 50                         | 50               | 0                | 0                      | 0                      | 0                       | 12                         | 0                        | 0                          | 0                       |
|  | ASTRAEUS LTD                  | C                 | 2                 | 0          | 0        | 50                         | 0                | 50               | 0                      | 0                      | 0                       | 19                         | 0                        | 0                          | 0                       |
|  | BRITANNIA AIRWAYS             | C                 | 5                 | 1          | 0        | 20                         | 0                | 40               | 40                     | 0                      | 0                       | 47                         | 0                        | 0                          | 0                       |
|  | BRITISH AIRWAYS CITIEXPRESS L | S                 | 50                | 0          | 0        | 80                         | 10               | 6                | 4                      | 0                      | 0                       | 11                         | 79                       | 14                         | 24                      |
|  | EXCEL AIRWAYS LTD             | C                 | 3                 | 0          | 0        | 0                          | 33               | 0                | 67                     | 0                      | 0                       | 56                         | 0                        | 0                          | 0                       |
|  | GREECE AIRWAYS                | S                 | 30                | 1          | 0        | 67                         | 13               | 17               | 3                      | 0                      | 0                       | 17                         | 0                        | 0                          | 0                       |
|  | HOLA AIRLINES                 | C                 | 2                 | 0          | 0        | 0                          | 50               | 0                | 50                     | 0                      | 0                       | 47                         | 0                        | 0                          | 0                       |
|  | MONARCH AIRLINES              | C                 | 8                 | 0          | 0        | 50                         | 0                | 13               | 38                     | 0                      | 0                       | 46                         | 0                        | 0                          | 0                       |
|  | THOMAS COOK AIRLINES LTD      | C                 | 2                 | 0          | 0        | 50                         | 0                | 50               | 0                      | 0                      | 0                       | 25                         | 0                        | 0                          | 0                       |
|  | TITAN AIRWAYS LTD             | C                 | 2                 | 0          | 0        | 50                         | 0                | 50               | 0                      | 0                      | 0                       | 27                         | 0                        | 0                          | 0                       |
| <b>TOTAL BARCELONA</b>                   |                               |                   | <b>112</b>        | <b>2</b>   | <b>0</b> | <b>63</b>                  | <b>13</b>        | <b>14</b>        | <b>11</b>              | <b>0</b>               | <b>0</b>                | <b>21</b>                  | <b>79</b>                | <b>14</b>                  | <b>24</b>               |
| <b>MADRID</b>                            | BRITISH AIRWAYS CITIEXPRESS L | S                 | 47                | 0          | 0        | 83                         | 6                | 4                | 6                      | 0                      | 0                       | 11                         | 94                       | 3                          | 17                      |
| <b>TOTAL MADRID</b>                      |                               |                   | <b>48</b>         | <b>0</b>   | <b>2</b> | <b>83</b>                  | <b>6</b>         | <b>4</b>         | <b>6</b>               | <b>0</b>               | <b>0</b>                | <b>11</b>                  | <b>97</b>                | <b>3</b>                   | <b>33</b>               |
| <b>MALAGA</b>                            | BRITANNIA AIRWAYS             | C                 | 9                 | 0          | 0        | 89                         | 0                | 0                | 0                      | 11                     | 0                       | 24                         | 80                       | 6                          | 10                      |
|  | CHANNEL EXPRESS (AIR SVS)     | S                 | 18                | 0          | 0        | 83                         | 11               | 0                | 6                      | 0                      | 0                       | 10                         | 0                        | 0                          | 0                       |

## CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR MARCH 2004

Reporting Airport: GLASGOW (Full Analysis)

| ORIGIN / DESTINATION                   | AIRLINE                       | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |            |          | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         | MAR 2003                   |                          |                            |                         |
|--|-------------------------------|-------------------|-------------------|------------|----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|  |                               |                   | MATCHED           | UNMATCHED  |          | Early to<br>15 mins        | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|  |                               |                   |                   | Actual (7) | Plan (8) |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| MALAGA                                 | FIRST CHOICE AIRWAYS LTD      | C                 | 8                 | 0          | 0        | 75                         | 13               | 13               | 0                      | 0                      | 0                       | 10                         | 80                       | 6                          | 10                      |
|  | GREECE AIRWAYS                | S                 | 14                | 2          | 0        | 43                         | 43               | 7                | 7                      | 0                      | 19                      | 0                          | 0                        | 0                          |                         |
|  | MY TRAVEL AIRWAYS UK          | C                 | 8                 | 0          | 0        | 75                         | 0                | 13               | 0                      | 13                     | 0                       | 48                         | 89                       | 6                          | 18                      |
|  | THOMAS COOK AIRLINES LTD      | C                 | 9                 | 0          | 0        | 78                         | 22               | 0                | 0                      | 0                      | 0                       | 8                          | 73                       | 10                         | 11                      |
| <b>TOTAL MALAGA</b>                    |                               |                   | <b>66</b>         | <b>2</b>   | <b>0</b> | <b>73</b>                  | <b>17</b>        | <b>5</b>         | <b>3</b>               | <b>3</b>               | <b>0</b>                | <b>18</b>                  | <b>82</b>                | <b>7</b>                   | <b>49</b>               |
| PALMA DE MALLORCA                      | BRITANNIA AIRWAYS             | C                 | 18                | 0          | 0        | 83                         | 17               | 0                | 0                      | 0                      | 7                       | 78                         | 12                       | 18                         |                         |
|  | GREECE AIRWAYS                | S                 | 8                 | 0          | 0        | 88                         | 13               | 0                | 0                      | 0                      | 6                       | 0                          | 0                        | 0                          |                         |
|  | MY TRAVEL AIRWAYS UK          | C                 | 8                 | 0          | 0        | 50                         | 25               | 25               | 0                      | 0                      | 23                      | 71                         | 17                       | 17                         |                         |
|  | SPANAIR                       | C                 | 8                 | 0          | 0        | 88                         | 13               | 0                | 0                      | 0                      | 3                       | 80                         | 8                        | 10                         |                         |
| <b>TOTAL PALMA DE MALLORCA</b>         |                               |                   | <b>43</b>         | <b>0</b>   | <b>0</b> | <b>79</b>                  | <b>16</b>        | <b>5</b>         | <b>0</b>               | <b>0</b>               | <b>9</b>                | <b>78</b>                  | <b>12</b>                | <b>54</b>                  |                         |
| <b>TOTAL SPAIN</b>                     |                               |                   | <b>358</b>        | <b>9</b>   | <b>2</b> | <b>74</b>                  | <b>12</b>        | <b>8</b>         | <b>5</b>               | <b>1</b>               | <b>0</b>                | <b>16</b>                  | <b>85</b>                | <b>8</b>                   | <b>227</b>              |
| <b>SPAIN(CANARY ISLANDS)</b>           |                               |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| ARRECIFE                               | BRITANNIA AIRWAYS             | C                 | 8                 | 0          | 0        | 100                        | 0                | 0                | 0                      | 0                      | 2                       | 100                        | 4                        | 8                          |                         |
|  | FIRST CHOICE AIRWAYS LTD      | C                 | 8                 | 0          | 0        | 100                        | 0                | 0                | 0                      | 0                      | 1                       | 88                         | 4                        | 8                          |                         |
|  | MY TRAVEL AIRWAYS UK          | C                 | 8                 | 0          | 0        | 63                         | 13               | 25               | 0                      | 0                      | 12                      | 75                         | 11                       | 8                          |                         |
|  | THOMAS COOK AIRLINES LTD      | C                 | 16                | 0          | 0        | 69                         | 6                | 13               | 13                     | 0                      | 21                      | 75                         | 15                       | 16                         |                         |
| <b>TOTAL ARRECIFE</b>                  |                               |                   | <b>40</b>         | <b>0</b>   | <b>0</b> | <b>80</b>                  | <b>5</b>         | <b>10</b>        | <b>5</b>               | <b>0</b>               | <b>11</b>               | <b>83</b>                  | <b>10</b>                | <b>40</b>                  |                         |
| FUERTEVENTURA                          | BRITANNIA AIRWAYS             | C                 | 9                 | 0          | 0        | 89                         | 0                | 0                | 11                     | 0                      | 16                      | 0                          | 0                        | 0                          |                         |
|  | MY TRAVEL AIRWAYS UK          | C                 | 10                | 0          | 0        | 60                         | 20               | 20               | 0                      | 0                      | 20                      | 63                         | 13                       | 8                          |                         |
|  | THOMAS COOK AIRLINES LTD      | C                 | 10                | 0          | 0        | 80                         | 0                | 0                | 10                     | 10                     | 41                      | 88                         | 2                        | 8                          |                         |
| <b>TOTAL FUERTEVENTURA</b>             |                               |                   | <b>29</b>         | <b>0</b>   | <b>0</b> | <b>76</b>                  | <b>7</b>         | <b>7</b>         | <b>7</b>               | <b>3</b>               | <b>0</b>                | <b>26</b>                  | <b>75</b>                | <b>8</b>                   | <b>16</b>               |
| LAS PALMAS                             | BRITANNIA AIRWAYS             | C                 | 10                | 0          | 0        | 100                        | 0                | 0                | 0                      | 0                      | 2                       | 100                        | 0                        | 9                          |                         |
|  | FIRST CHOICE AIRWAYS LTD      | C                 | 10                | 0          | 0        | 90                         | 10               | 0                | 0                      | 0                      | 8                       | 80                         | 12                       | 10                         |                         |
|  | MY TRAVEL AIRWAYS UK          | C                 | 10                | 0          | 0        | 50                         | 20               | 10               | 20                     | 0                      | 25                      | 100                        | 3                        | 10                         |                         |
|  | THOMAS COOK AIRLINES LTD      | C                 | 10                | 0          | 0        | 100                        | 0                | 0                | 0                      | 0                      | 2                       | 100                        | 0                        | 10                         |                         |
| <b>TOTAL LAS PALMAS</b>                |                               |                   | <b>40</b>         | <b>0</b>   | <b>0</b> | <b>85</b>                  | <b>8</b>         | <b>3</b>         | <b>5</b>               | <b>0</b>               | <b>9</b>                | <b>96</b>                  | <b>4</b>                 | <b>49</b>                  |                         |
| TENERIFE (SURREINA SOFIA)              | BRITANNIA AIRWAYS             | C                 | 17                | 0          | 0        | 100                        | 0                | 0                | 0                      | 0                      | 1                       | 84                         | 8                        | 19                         |                         |
|  | CHANNEL EXPRESS (AIR SVS)     | S                 | 18                | 0          | 0        | 89                         | 6                | 6                | 0                      | 0                      | 6                       | 0                          | 0                        | 0                          |                         |
|  | FIRST CHOICE AIRWAYS LTD      | C                 | 18                | 0          | 0        | 94                         | 0                | 6                | 0                      | 0                      | 4                       | 94                         | 6                        | 16                         |                         |
|  | MY TRAVEL AIRWAYS UK          | C                 | 18                | 0          | 0        | 72                         | 17               | 11               | 0                      | 0                      | 11                      | 88                         | 6                        | 17                         |                         |
|  | SPANAIR                       | C                 | 8                 | 0          | 0        | 88                         | 13               | 0                | 0                      | 0                      | 6                       | 88                         | 6                        | 8                          |                         |
|  | THOMAS COOK AIRLINES LTD      | C                 | 25                | 0          | 0        | 92                         | 0                | 4                | 4                      | 0                      | 7                       | 96                         | 4                        | 25                         |                         |
|  | VOLAR AIRLINES                | C                 | 8                 | 0          | 0        | 50                         | 13               | 38               | 0                      | 0                      | 22                      | 100                        | 0                        | 8                          |                         |
| <b>TOTAL TENERIFE (SURREINA SOFIA)</b> |                               |                   | <b>112</b>        | <b>0</b>   | <b>0</b> | <b>87</b>                  | <b>5</b>         | <b>7</b>         | <b>1</b>               | <b>0</b>               | <b>7</b>                | <b>91</b>                  | <b>5</b>                 | <b>94</b>                  |                         |
| <b>TOTAL SPAIN(CANARY ISLANDS)</b>     |                               |                   | <b>221</b>        | <b>0</b>   | <b>0</b> | <b>84</b>                  | <b>6</b>         | <b>7</b>         | <b>3</b>               | <b>0</b>               | <b>11</b>               | <b>89</b>                  | <b>6</b>                 | <b>199</b>                 |                         |
| <b>SWITZERLAND</b>                     |                               |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| GENEVA                                 | BRITANNIA AIRWAYS             | C                 | 8                 | 0          | 0        | 50                         | 0                | 25               | 25                     | 0                      | 38                      | 30                         | 46                       | 10                         |                         |
|  | BRITISH AIRWAYS CITIEXPRESS L | C                 | 16                | 0          | 0        | 13                         | 19               | 63               | 6                      | 0                      | 36                      | 0                          | 0                        | 0                          |                         |
| <b>TOTAL GENEVA</b>                    |                               |                   | <b>24</b>         | <b>0</b>   | <b>0</b> | <b>25</b>                  | <b>13</b>        | <b>50</b>        | <b>13</b>              | <b>0</b>               | <b>37</b>               | <b>31</b>                  | <b>41</b>                | <b>29</b>                  |                         |
| <b>TOTAL SWITZERLAND</b>               |                               |                   | <b>24</b>         | <b>0</b>   | <b>0</b> | <b>25</b>                  | <b>13</b>        | <b>50</b>        | <b>13</b>              | <b>0</b>               | <b>37</b>               | <b>31</b>                  | <b>41</b>                | <b>29</b>                  |                         |
| <b>TUNISIA</b>                         |                               |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| MONASTIR                               | FIRST CHOICE AIRWAYS LTD      | C                 | 9                 | 0          | 0        | 89                         | 11               | 0                | 0                      | 0                      | 7                       | 0                          | 0                        | 0                          |                         |
|  | NOUVELAIR TUNISIE             | C                 | 7                 | 1          | 0        | 0                          | 29               | 57               | 14                     | 0                      | 40                      | 60                         | 24                       | 10                         |                         |

## CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR MARCH 2004

## Reporting Airport: GLASGOW (Full Analysis)

| ORIGIN / DESTINATION           | AIRLINE                       | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         |                            | MAR 2003                 |                            |                         |
|--------------------------------|-------------------------------|-------------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                                |                               |                   | MATCHED           |          | UNMATCHED | Early to<br>15 mins        | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                                |                               |                   | Actual (7)        | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| TOTAL MONASTIR                 |                               |                   | 16                | 1        | 0         | 50                         | 19               | 25               | 6                      | 0                      | 0                       | 21                         | 60                       | 24                         | 10                      |
| TOTAL TUNISIA                  |                               |                   | 16                | 1        | 0         | 50                         | 19               | 25               | 6                      | 0                      | 0                       | 21                         | 60                       | 24                         | 10                      |
| UNITED KINGDOM                 |                               |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| BARRA                          | LOGANAIR                      | S                 | 43                | 9        | 0         | 72                         | 21               | 5                | 2                      | 0                      | 0                       | 11                         | 89                       | 11                         | 47                      |
| TOTAL BARRA                    |                               |                   | 43                | 9        | 0         | 72                         | 21               | 5                | 2                      | 0                      | 0                       | 11                         | 89                       | 11                         | 47                      |
| BELFAST CITY                   | BRITISH AIRWAYS CITIEXPRESS L | S                 | 140               | 0        | 0         | 92                         | 4                | 4                | 0                      | 0                      | 0                       | 3                          | 88                       | 12                         | 153                     |
|                                | FLYBE.BRITISH EUROPEAN        | S                 | 30                | 0        | 0         | 97                         | 3                | 0                | 0                      | 0                      | 0                       | 2                          | 0                        | 0                          | 0                       |
| TOTAL BELFAST CITY             |                               |                   | 170               | 0        | 0         | 93                         | 4                | 3                | 0                      | 0                      | 0                       | 3                          | 88                       | 12                         | 153                     |
| BELFAST INTERNATIONAL          | EASYJET AIRLINE COMPANY LTD   | S                 | 237               | 1        | 2         | 92                         | 3                | 3                | 2                      | 0                      | 0                       | 5                          | 82                       | 15                         | 246                     |
| TOTAL BELFAST INTERNATIONAL    |                               |                   | 237               | 3        | 2         | 92                         | 3                | 3                | 2                      | 0                      | 0                       | 5                          | 82                       | 15                         | 246                     |
| BENBECULA                      | BRITISH AIRWAYS CITIEXPRESS L | S                 | 56                | 0        | 0         | 70                         | 16               | 7                | 7                      | 0                      | 0                       | 17                         | 88                       | 17                         | 52                      |
| TOTAL BENBECULA                |                               |                   | 56                | 0        | 0         | 70                         | 16               | 7                | 7                      | 0                      | 0                       | 17                         | 88                       | 17                         | 52                      |
| BIRMINGHAM                     | BRITISH AIRWAYS CITIEXPRESS L | S                 | 174               | 0        | 0         | 85                         | 5                | 7                | 3                      | 0                      | 0                       | 9                          | 80                       | 14                         | 55                      |
|                                | FLYBE.BRITISH EUROPEAN        | S                 | 316               | 0        | 0         | 74                         | 13               | 10               | 2                      | 1                      | 0                       | 13                         | 87                       | 7                          | 270                     |
| TOTAL BIRMINGHAM               |                               |                   | 490               | 0        | 1         | 78                         | 10               | 9                | 2                      | 1                      | 0                       | 12                         | 84                       | 9                          | 449                     |
| BRISTOL                        | BRITISH AIRWAYS CITIEXPRESS L | S                 | 184               | 0        | 0         | 84                         | 7                | 4                | 4                      | 1                      | 0                       | 9                          | 81                       | 10                         | 181                     |
|                                | EASYJET AIRLINE COMPANY LTD   | S                 | 163               | 4        | 3         | 75                         | 10               | 7                | 6                      | 2                      | 0                       | 19                         | 69                       | 12                         | 164                     |
| TOTAL BRISTOL                  |                               |                   | 347               | 4        | 3         | 80                         | 9                | 5                | 5                      | 1                      | 0                       | 14                         | 75                       | 11                         | 345                     |
| CAMPBELTOWN                    | LOGANAIR                      | S                 | 89                | 0        | 0         | 91                         | 0                | 3                | 6                      | 0                      | 0                       | 7                          | 88                       | 7                          | 78                      |
| TOTAL CAMPBELTOWN              |                               |                   | 89                | 0        | 0         | 91                         | 0                | 3                | 6                      | 0                      | 0                       | 7                          | 88                       | 7                          | 78                      |
| CITY OF DERRY (EGLINTON)       | LOGANAIR                      | S                 | 62                | 0        | 0         | 84                         | 6                | 5                | 5                      | 0                      | 0                       | 14                         | 84                       | 7                          | 58                      |
| TOTAL CITY OF DERRY (EGLINTON) |                               |                   | 62                | 0        | 0         | 84                         | 6                | 5                | 5                      | 0                      | 0                       | 14                         | 84                       | 7                          | 58                      |
| EXETER                         | FLYBE.BRITISH EUROPEAN        | S                 | 8                 | 0        | 0         | 88                         | 0                | 13               | 0                      | 0                      | 0                       | 7                          | 0                        | 0                          | 0                       |
| TOTAL EXETER                   |                               |                   | 8                 | 0        | 0         | 88                         | 0                | 13               | 0                      | 0                      | 0                       | 7                          | 0                        | 0                          | 0                       |
| GATWICK                        | BRITISH AIRWAYS PLC           | S                 | 333               | 0        | 0         | 87                         | 8                | 4                | 1                      | 0                      | 0                       | 7                          | 94                       | 5                          | 320                     |
| TOTAL GATWICK                  |                               |                   | 334               | 0        | 0         | 87                         | 8                | 4                | 1                      | 0                      | 0                       | 7                          | 94                       | 5                          | 321                     |
| HEATHROW                       | BMI BRITISH MIDLAND           | S                 | 482               | 0        | 4         | 71                         | 15               | 11               | 3                      | 0                      | 0                       | 13                         | 87                       | 7                          | 462                     |
|                                | BRITISH AIRWAYS PLC           | S                 | 676               | 0        | 0         | 72                         | 14               | 11               | 3                      | 0                      | 0                       | 13                         | 87                       | 7                          | 664                     |
| TOTAL HEATHROW                 |                               |                   | 1158              | 0        | 4         | 72                         | 14               | 11               | 3                      | 0                      | 0                       | 13                         | 87                       | 7                          | 1126                    |
| ISLAY                          | LOGANAIR                      | S                 | 100               | 0        | 0         | 79                         | 11               | 7                | 3                      | 0                      | 0                       | 9                          | 86                       | 9                          | 92                      |
| TOTAL ISLAY                    |                               |                   | 100               | 0        | 0         | 79                         | 11               | 7                | 3                      | 0                      | 0                       | 9                          | 86                       | 9                          | 92                      |
| ISLE OF MAN                    | BRITISH AIRWAYS CITIEXPRESS L | S                 | 62                | 0        | 0         | 84                         | 3                | 6                | 3                      | 3                      | 0                       | 17                         | 0                        | 0                          | 0                       |
| TOTAL ISLE OF MAN              |                               |                   | 62                | 0        | 0         | 84                         | 3                | 6                | 3                      | 3                      | 0                       | 17                         | 79                       | 13                         | 77                      |
| LEEDS BRADFORD                 | BMI BRITISH MIDLAND           | S                 | 145               | 0        | 1         | 90                         | 8                | 2                | 0                      | 0                      | 0                       | 5                          | 0                        | 0                          | 0                       |
| TOTAL LEEDS BRADFORD           |                               |                   | 145               | 0        | 1         | 90                         | 8                | 2                | 0                      | 0                      | 0                       | 5                          | 93                       | 5                          | 135                     |
| LUTON                          | EASYJET AIRLINE COMPANY LTD   | S                 | 380               | 0        | 0         | 88                         | 5                | 3                | 3                      | 0                      | 0                       | 8                          | 84                       | 10                         | 363                     |
| TOTAL LUTON                    |                               |                   | 380               | 0        | 0         | 88                         | 5                | 3                | 3                      | 0                      | 0                       | 8                          | 84                       | 10                         | 363                     |
| MANCHESTER                     | BMI BRITISH MIDLAND           | S                 | 244               | 0        | 2         | 86                         | 11               | 2                | 1                      | 0                      | 0                       | 6                          | 0                        | 0                          | 0                       |
|                                | BRITISH AIRWAYS CITIEXPRESS L | S                 | 205               | 0        | 0         | 79                         | 11               | 6                | 4                      | 0                      | 0                       | 10                         | 83                       | 8                          | 133                     |

## CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR MARCH 2004

Reporting Airport: GLASGOW (Full Analysis)

| ORIGIN / DESTINATION                        | AIRLINE                       | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |           |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         |                            | MAR 2003                 |                            |                         |
|---|-------------------------------|-------------------|-------------------|-----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|   |                               |                   | MATCHED           |           | UNMATCHED | Early to<br>15 mins        | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|   |                               |                   | Actual (7)        | Plan (8)  |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| MANCHESTER                                  | TITAN AIRWAYS LTD             | C                 | 2                 | 0         | 0         | 50                         | 50               | 0                | 0                      | 0                      | 0                       | 8                          | 0                        | 0                          | 0                       |
| <b>TOTAL MANCHESTER</b>                     |                               |                   | <b>451</b>        | <b>0</b>  | <b>6</b>  | <b>83</b>                  | <b>11</b>        | <b>4</b>         | <b>2</b>               | <b>0</b>               | <b>0</b>                | <b>8</b>                   | <b>90</b>                | <b>6</b>                   | <b>398</b>              |
| NOTTINGHAM EAST MIDLANDS INT'L              | BMI BRITISH MIDLAND           | S                 | 42                | 0         | 0         | 83                         | 2                | 10               | 5                      | 0                      | 0                       | 10                         | 78                       | 14                         | 162                     |
|   | BMIBABY LTD                   | S                 | 74                | 0         | 0         | 69                         | 15               | 5                | 11                     | 0                      | 0                       | 22                         | 0                        | 0                          | 0                       |
|   | EASYJET AIRLINE COMPANY LTD   | S                 | 112               | 2         | 0         | 85                         | 8                | 1                | 6                      | 0                      | 0                       | 11                         | 88                       | 7                          | 104                     |
| <b>TOTAL NOTTINGHAM EAST MIDLANDS INT'L</b> |                               |                   | <b>228</b>        | <b>2</b>  | <b>0</b>  | <b>79</b>                  | <b>9</b>         | <b>4</b>         | <b>7</b>               | <b>0</b>               | <b>0</b>                | <b>15</b>                  | <b>82</b>                | <b>11</b>                  | <b>266</b>              |
| SOUTHAMPTON                                 | BRITISH AIRWAYS CITIEXPRESS L | S                 | 249               | 1         | 0         | 78                         | 10               | 6                | 6                      | 0                      | 0                       | 12                         | 82                       | 7                          | 196                     |
| <b>TOTAL SOUTHAMPTON</b>                    |                               |                   | <b>249</b>        | <b>1</b>  | <b>0</b>  | <b>78</b>                  | <b>10</b>        | <b>6</b>         | <b>6</b>               | <b>0</b>               | <b>0</b>                | <b>12</b>                  | <b>82</b>                | <b>7</b>                   | <b>196</b>              |
| STANSTED                                    | EASYJET AIRLINE COMPANY LTD   | S                 | 286               | 0         | 0         | 91                         | 5                | 3                | 1                      | 0                      | 0                       | 5                          | 78                       | 22                         | 271                     |
| <b>TOTAL STANSTED</b>                       |                               |                   | <b>286</b>        | <b>0</b>  | <b>0</b>  | <b>91</b>                  | <b>5</b>         | <b>3</b>         | <b>1</b>               | <b>0</b>               | <b>0</b>                | <b>5</b>                   | <b>78</b>                | <b>22</b>                  | <b>271</b>              |
| STORNOWAY                                   | BRITISH AIRWAYS CITIEXPRESS L | S                 | 100               | 0         | 0         | 92                         | 5                | 2                | 1                      | 0                      | 0                       | 4                          | 78                       | 11                         | 93                      |
| <b>TOTAL STORNOWAY</b>                      |                               |                   | <b>100</b>        | <b>0</b>  | <b>0</b>  | <b>92</b>                  | <b>5</b>         | <b>2</b>         | <b>1</b>               | <b>0</b>               | <b>0</b>                | <b>4</b>                   | <b>78</b>                | <b>11</b>                  | <b>93</b>               |
| SUMBURGH                                    | BRITISH AIRWAYS CITIEXPRESS L | S                 | 54                | 0         | 0         | 83                         | 7                | 4                | 6                      | 0                      | 0                       | 13                         | 83                       | 20                         | 52                      |
|   | LOGANAIR                      | S                 | 62                | 0         | 0         | 94                         | 6                | 0                | 0                      | 0                      | 0                       | 5                          | 85                       | 10                         | 62                      |
| <b>TOTAL SUMBURGH</b>                       |                               |                   | <b>116</b>        | <b>0</b>  | <b>0</b>  | <b>89</b>                  | <b>7</b>         | <b>2</b>         | <b>3</b>               | <b>0</b>               | <b>0</b>                | <b>9</b>                   | <b>84</b>                | <b>15</b>                  | <b>114</b>              |
| TIREE                                       | LOGANAIR                      | S                 | 50                | 4         | 0         | 96                         | 4                | 0                | 0                      | 0                      | 0                       | 3                          | 94                       | 5                          | 49                      |
| <b>TOTAL TIREE</b>                          |                               |                   | <b>50</b>         | <b>4</b>  | <b>0</b>  | <b>96</b>                  | <b>4</b>         | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>3</b>                   | <b>94</b>                | <b>5</b>                   | <b>49</b>               |
| <b>TOTAL UNITED KINGDOM</b>                 |                               |                   | <b>5161</b>       | <b>27</b> | <b>17</b> | <b>82</b>                  | <b>9</b>         | <b>6</b>         | <b>3</b>               | <b>0</b>               | <b>0</b>                | <b>10</b>                  | <b>85</b>                | <b>10</b>                  | <b>5135</b>             |
| <b>USA</b>                                  |                               |                   |                   |           |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| NEW YORK (NEWARK)                           | CONTINENTAL AIRLINES          | S                 | 62                | 0         | 0         | 79                         | 11               | 6                | 3                      | 0                      | 0                       | 9                          | 90                       | 8                          | 62                      |
| <b>TOTAL NEW YORK (NEWARK)</b>              |                               |                   | <b>62</b>         | <b>0</b>  | <b>0</b>  | <b>79</b>                  | <b>11</b>        | <b>6</b>         | <b>3</b>               | <b>0</b>               | <b>0</b>                | <b>9</b>                   | <b>90</b>                | <b>8</b>                   | <b>62</b>               |
| <b>TOTAL USA</b>                            |                               |                   | <b>62</b>         | <b>0</b>  | <b>0</b>  | <b>79</b>                  | <b>11</b>        | <b>6</b>         | <b>3</b>               | <b>0</b>               | <b>0</b>                | <b>9</b>                   | <b>88</b>                | <b>9</b>                   | <b>64</b>               |
| <b>TOTAL GLASGOW</b>                        |                               |                   | <b>6862</b>       | <b>41</b> | <b>31</b> | <b>81</b>                  | <b>9</b>         | <b>6</b>         | <b>3</b>               | <b>0</b>               | <b>0</b>                | <b>10</b>                  | <b>84</b>                | <b>11</b>                  | <b>6739</b>             |

## CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR MARCH 2004

|                           |                             | Reporting Airport: HEATHROW (Full Analysis) |                   |           |          |                            |                  |                  |                        |                        |                         |                            | MAR 2003                 |                            |                         |  |
|---------------------------|-----------------------------|---|-------------------|-----------|----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|--|
| ORIGIN / DESTINATION      | AIRLINE                     | CHARTER/<br>SCHED                           | NUMBER OF FLIGHTS |           |          | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         |                            | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |  |
|                           |                             |   | MATCHED           | UNMATCHED |          | Early to<br>15 mins        | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) |                          |                            |                         |  |
| Actual (7)                | Plan (8)                    |   |                   |           |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |  |
| <b>ALGERIA</b>            |                             |   |                   |           |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |  |
| ALGIERS                   | AIR ALGERIE                 | S   | 34                | 1         | 0        | 3                          | 18               | 41               | 32                     | 0                      | 6                       | 76                         | 23                       | 40                         | 26                      |  |
| <b>TOTAL ALGIERS</b>      |                             |   | <b>34</b>         | <b>1</b>  | <b>0</b> | <b>3</b>                   | <b>18</b>        | <b>41</b>        | <b>32</b>              | <b>0</b>               | <b>6</b>                | <b>76</b>                  | <b>23</b>                | <b>40</b>                  | <b>26</b>               |  |
| <b>TOTAL ALGERIA</b>      |                             |   | <b>34</b>         | <b>1</b>  | <b>0</b> | <b>3</b>                   | <b>18</b>        | <b>41</b>        | <b>32</b>              | <b>0</b>               | <b>6</b>                | <b>76</b>                  | <b>23</b>                | <b>40</b>                  | <b>26</b>               |  |
| <b>ANGOLA</b>             |                             |   |                   |           |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |  |
| LUANDA                    | BRITISH AIRWAYS PLC         | S   | 8                 | 0         | 0        | 63                         | 13               | 13               | 13                     | 0                      | 0                       | 23                         | 63                       | 13                         | 8                       |  |
| <b>TOTAL LUANDA</b>       |                             |   | <b>8</b>          | <b>0</b>  | <b>0</b> | <b>63</b>                  | <b>13</b>        | <b>13</b>        | <b>13</b>              | <b>0</b>               | <b>0</b>                | <b>23</b>                  | <b>63</b>                | <b>13</b>                  | <b>8</b>                |  |
| <b>TOTAL ANGOLA</b>       |                             |   | <b>8</b>          | <b>0</b>  | <b>0</b> | <b>63</b>                  | <b>13</b>        | <b>13</b>        | <b>13</b>              | <b>0</b>               | <b>0</b>                | <b>23</b>                  | <b>63</b>                | <b>13</b>                  | <b>8</b>                |  |
| <b>ARGENTINA</b>          |                             |   |                   |           |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |  |
| BUENOS AIRES              | BRITISH AIRWAYS PLC         | S   | 36                | 0         | 0        | 72                         | 8                | 11               | 6                      | 3                      | 0                       | 22                         | 82                       | 8                          | 28                      |  |
| <b>TOTAL BUENOS AIRES</b> |                             |   | <b>36</b>         | <b>0</b>  | <b>0</b> | <b>72</b>                  | <b>8</b>         | <b>11</b>        | <b>6</b>               | <b>3</b>               | <b>0</b>                | <b>22</b>                  | <b>82</b>                | <b>8</b>                   | <b>28</b>               |  |
| <b>TOTAL ARGENTINA</b>    |                             |   | <b>36</b>         | <b>0</b>  | <b>0</b> | <b>72</b>                  | <b>8</b>         | <b>11</b>        | <b>6</b>               | <b>3</b>               | <b>0</b>                | <b>22</b>                  | <b>82</b>                | <b>8</b>                   | <b>28</b>               |  |
| <b>AUSTRALIA</b>          |                             |   |                   |           |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |  |
| MELBOURNE                 | BRITISH AIRWAYS PLC         | S   | 62                | 0         | 0        | 65                         | 26               | 6                | 3                      | 0                      | 0                       | 13                         | 62                       | 13                         | 45                      |  |
|                           | QANTAS                      | S   | 49                | 1         | 0        | 69                         | 12               | 12               | 6                      | 0                      | 0                       | 17                         | 60                       | 21                         | 67                      |  |
| <b>TOTAL MELBOURNE</b>    |                             |   | <b>111</b>        | <b>1</b>  | <b>0</b> | <b>67</b>                  | <b>20</b>        | <b>9</b>         | <b>5</b>               | <b>0</b>               | <b>0</b>                | <b>15</b>                  | <b>61</b>                | <b>18</b>                  | <b>112</b>              |  |
| SYDNEY                    | BRITISH AIRWAYS PLC         | S   | 124               | 0         | 0        | 79                         | 11               | 7                | 2                      | 0                      | 0                       | 9                          | 88                       | 7                          | 121                     |  |
|                           | QANTAS                      | S   | 135               | 0         | 0        | 70                         | 19               | 11               | 1                      | 0                      | 0                       | 12                         | 64                       | 20                         | 102                     |  |
| <b>TOTAL SYDNEY</b>       |                             |   | <b>259</b>        | <b>0</b>  | <b>0</b> | <b>74</b>                  | <b>15</b>        | <b>9</b>         | <b>2</b>               | <b>0</b>               | <b>0</b>                | <b>11</b>                  | <b>77</b>                | <b>13</b>                  | <b>223</b>              |  |
| <b>TOTAL AUSTRALIA</b>    |                             |   | <b>370</b>        | <b>1</b>  | <b>0</b> | <b>72</b>                  | <b>16</b>        | <b>9</b>         | <b>2</b>               | <b>0</b>               | <b>0</b>                | <b>12</b>                  | <b>71</b>                | <b>15</b>                  | <b>335</b>              |  |
| <b>AUSTRIA</b>            |                             |   |                   |           |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |  |
| VIENNA                    | AUSTRIAN AIRLINES           | S   | 306               | 0         | 0        | 42                         | 23               | 23               | 12                     | 0                      | 0                       | 27                         | 86                       | 6                          | 310                     |  |
|                           | BRITISH AIRWAYS PLC         | S   | 246               | 0         | 0        | 64                         | 17               | 13               | 5                      | 0                      | 0                       | 16                         | 87                       | 6                          | 247                     |  |
| <b>TOTAL VIENNA</b>       |                             |   | <b>552</b>        | <b>0</b>  | <b>0</b> | <b>52</b>                  | <b>20</b>        | <b>19</b>        | <b>9</b>               | <b>0</b>               | <b>0</b>                | <b>22</b>                  | <b>87</b>                | <b>6</b>                   | <b>557</b>              |  |
| <b>TOTAL AUSTRIA</b>      |                             |   | <b>552</b>        | <b>0</b>  | <b>0</b> | <b>52</b>                  | <b>20</b>        | <b>19</b>        | <b>9</b>               | <b>0</b>               | <b>0</b>                | <b>22</b>                  | <b>87</b>                | <b>6</b>                   | <b>557</b>              |  |
| <b>AZERBAIJAN</b>         |                             |   |                   |           |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |  |
| BAKU                      | BRITISH MEDITERRANEAN AIRWA | S   | 10                | 1         | 0        | 60                         | 10               | 10               | 20                     | 0                      | 0                       | 28                         | 64                       | 43                         | 11                      |  |
| <b>TOTAL BAKU</b>         |                             |   | <b>10</b>         | <b>1</b>  | <b>0</b> | <b>60</b>                  | <b>10</b>        | <b>10</b>        | <b>20</b>              | <b>0</b>               | <b>0</b>                | <b>28</b>                  | <b>64</b>                | <b>43</b>                  | <b>11</b>               |  |
| <b>TOTAL AZERBAIJAN</b>   |                             |   | <b>10</b>         | <b>1</b>  | <b>0</b> | <b>60</b>                  | <b>10</b>        | <b>10</b>        | <b>20</b>              | <b>0</b>               | <b>0</b>                | <b>28</b>                  | <b>64</b>                | <b>43</b>                  | <b>11</b>               |  |
| <b>BAHRAIN</b>            |                             |   |                   |           |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |  |
| BAHRAIN                   | GULF AIR                    | S   | 66                | 0         | 0        | 67                         | 21               | 6                | 2                      | 0                      | 5                       | 37                         | 89                       | 5                          | 82                      |  |
| <b>TOTAL BAHRAIN</b>      |                             |   | <b>66</b>         | <b>0</b>  | <b>0</b> | <b>67</b>                  | <b>21</b>        | <b>6</b>         | <b>2</b>               | <b>0</b>               | <b>5</b>                | <b>37</b>                  | <b>89</b>                | <b>5</b>                   | <b>84</b>               |  |
| <b>TOTAL BAHRAIN</b>      |                             |   | <b>66</b>         | <b>0</b>  | <b>0</b> | <b>67</b>                  | <b>21</b>        | <b>6</b>         | <b>2</b>               | <b>0</b>               | <b>5</b>                | <b>37</b>                  | <b>89</b>                | <b>5</b>                   | <b>84</b>               |  |
| <b>BANGLADESH</b>         |                             |   |                   |           |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |  |
| DACCA                     | BIMAN BANGLADESH AIRLINES   | S   | 52                | 1         | 2        | 35                         | 19               | 15               | 17                     | 8                      | 6                       | 74                         | 44                       | 30                         | 50                      |  |
|                           | BRITISH AIRWAYS PLC         | S   | 26                | 0         | 0        | 54                         | 27               | 12               | 4                      | 4                      | 0                       | 26                         | 63                       | 14                         | 27                      |  |
| <b>TOTAL DACCA</b>        |                             |   | <b>78</b>         | <b>1</b>  | <b>2</b> | <b>41</b>                  | <b>22</b>        | <b>14</b>        | <b>13</b>              | <b>6</b>               | <b>4</b>                | <b>58</b>                  | <b>51</b>                | <b>25</b>                  | <b>77</b>               |  |



CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR MARCH 2004

Reporting Airport: HEATHROW (Full Analysis)

| ORIGIN / DESTINATION                 | AIRLINE               | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |            |          | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         |                            | MAR 2003                 |                            |                         |
|--------------------------------------|-----------------------|-------------------|-------------------|------------|----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                                      |                       |                   | MATCHED           | UNMATCHED  |          | Early to<br>15 mins        | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                                      |                       |                   |                   | Actual (7) | Plan (8) |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| <b>TOTAL BANGLADESH</b>              |                       |                   | <b>78</b>         | <b>1</b>   | <b>2</b> | <b>41</b>                  | <b>22</b>        | <b>14</b>        | <b>13</b>              | <b>6</b>               | <b>4</b>                | <b>58</b>                  | <b>51</b>                | <b>25</b>                  | <b>77</b>               |
| <b>BARBADOS</b>                      |                       |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| BRIDGETOWN                           | BRITISH AIRWAYS PLC   | S                 | 8                 | 0          | 0        | 88                         | 13               | 0                | 0                      | 0                      | 0                       | 5                          | 70                       | 13                         | 10                      |
| <b>TOTAL BRIDGETOWN</b>              |                       |                   | <b>8</b>          | <b>1</b>   | <b>0</b> | <b>88</b>                  | <b>13</b>        | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>5</b>                   | <b>70</b>                | <b>13</b>                  | <b>10</b>               |
| <b>TOTAL BARBADOS</b>                |                       |                   | <b>8</b>          | <b>1</b>   | <b>0</b> | <b>88</b>                  | <b>13</b>        | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>5</b>                   | <b>70</b>                | <b>13</b>                  | <b>10</b>               |
| <b>BELGIUM</b>                       |                       |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| BRUSSELS                             | BMI BRITISH MIDLAND   | S                 | 378               | 0          | 0        | 65                         | 16               | 14               | 5                      | 0                      | 0                       | 17                         | 88                       | 6                          | 356                     |
|                                      | BRITISH AIRWAYS PLC   | S                 | 462               | 0          | 2        | 76                         | 12               | 7                | 4                      | 0                      | 0                       | 12                         | 89                       | 5                          | 522                     |
|                                      | SN BRUSSELS AIRLINES  | S                 | 8                 | 0          | 0        | 63                         | 13               | 13               | 13                     | 0                      | 0                       | 22                         | 0                        | 51                         | 1                       |
| <b>TOTAL BRUSSELS</b>                |                       |                   | <b>848</b>        | <b>1</b>   | <b>2</b> | <b>71</b>                  | <b>14</b>        | <b>10</b>        | <b>5</b>               | <b>0</b>               | <b>0</b>                | <b>14</b>                  | <b>88</b>                | <b>6</b>                   | <b>941</b>              |
| <b>TOTAL BELGIUM</b>                 |                       |                   | <b>848</b>        | <b>1</b>   | <b>2</b> | <b>71</b>                  | <b>14</b>        | <b>10</b>        | <b>5</b>               | <b>0</b>               | <b>0</b>                | <b>14</b>                  | <b>88</b>                | <b>6</b>                   | <b>941</b>              |
| <b>BRAZIL</b>                        |                       |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| RIO DE JANEIRO (GALEAO)              | BRITISH AIRWAYS PLC   | S                 | 26                | 0          | 0        | 54                         | 15               | 12               | 19                     | 0                      | 0                       | 26                         | 86                       | 32                         | 59                      |
|                                      | VARIG                 | S                 | 60                | 1          | 2        | 27                         | 27               | 15               | 27                     | 3                      | 2                       | 55                         | 76                       | 11                         | 62                      |
| <b>TOTAL RIO DE JANEIRO (GALEAO)</b> |                       |                   | <b>86</b>         | <b>1</b>   | <b>2</b> | <b>35</b>                  | <b>23</b>        | <b>14</b>        | <b>24</b>              | <b>2</b>               | <b>1</b>                | <b>46</b>                  | <b>81</b>                | <b>21</b>                  | <b>121</b>              |
| <b>TOTAL BRAZIL</b>                  |                       |                   | <b>86</b>         | <b>1</b>   | <b>2</b> | <b>35</b>                  | <b>23</b>        | <b>14</b>        | <b>24</b>              | <b>2</b>               | <b>1</b>                | <b>46</b>                  | <b>81</b>                | <b>21</b>                  | <b>121</b>              |
| <b>BRUNEI</b>                        |                       |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| BANDAR SERI BEGAWAN                  | ROYAL BRUNEI AIRLINES | S                 | 60                | 0          | 0        | 40                         | 22               | 18               | 10                     | 3                      | 7                       | 69                         | 55                       | 45                         | 62                      |
| <b>TOTAL BANDAR SERI BEGAWAN</b>     |                       |                   | <b>60</b>         | <b>0</b>   | <b>0</b> | <b>40</b>                  | <b>22</b>        | <b>18</b>        | <b>10</b>              | <b>3</b>               | <b>7</b>                | <b>69</b>                  | <b>55</b>                | <b>45</b>                  | <b>62</b>               |
| <b>TOTAL BRUNEI</b>                  |                       |                   | <b>60</b>         | <b>0</b>   | <b>0</b> | <b>40</b>                  | <b>22</b>        | <b>18</b>        | <b>10</b>              | <b>3</b>               | <b>7</b>                | <b>69</b>                  | <b>55</b>                | <b>45</b>                  | <b>62</b>               |
| <b>BULGARIA</b>                      |                       |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| SOFIA                                | BRITISH AIRWAYS PLC   | S                 | 62                | 0          | 0        | 66                         | 15               | 6                | 13                     | 0                      | 0                       | 17                         | 92                       | 4                          | 62                      |
| <b>TOTAL SOFIA</b>                   |                       |                   | <b>62</b>         | <b>0</b>   | <b>0</b> | <b>66</b>                  | <b>15</b>        | <b>6</b>         | <b>13</b>              | <b>0</b>               | <b>0</b>                | <b>17</b>                  | <b>92</b>                | <b>4</b>                   | <b>62</b>               |
| <b>TOTAL BULGARIA</b>                |                       |                   | <b>62</b>         | <b>0</b>   | <b>0</b> | <b>66</b>                  | <b>15</b>        | <b>6</b>         | <b>13</b>              | <b>0</b>               | <b>0</b>                | <b>17</b>                  | <b>92</b>                | <b>4</b>                   | <b>62</b>               |
| <b>CANADA</b>                        |                       |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| CALGARY                              | AIR CANADA            | S                 | 72                | 0          | 0        | 53                         | 31               | 11               | 4                      | 1                      | 0                       | 20                         | 54                       | 22                         | 63                      |
| <b>TOTAL CALGARY</b>                 |                       |                   | <b>72</b>         | <b>0</b>   | <b>0</b> | <b>53</b>                  | <b>31</b>        | <b>11</b>        | <b>4</b>               | <b>1</b>               | <b>0</b>                | <b>20</b>                  | <b>54</b>                | <b>22</b>                  | <b>63</b>               |
| HALIFAX INT                          | AIR CANADA            | S                 | 62                | 0          | 0        | 53                         | 23               | 18               | 5                      | 2                      | 0                       | 24                         | 65                       | 21                         | 40                      |
| <b>TOTAL HALIFAX INT</b>             |                       |                   | <b>62</b>         | <b>0</b>   | <b>0</b> | <b>53</b>                  | <b>23</b>        | <b>18</b>        | <b>5</b>               | <b>2</b>               | <b>0</b>                | <b>24</b>                  | <b>65</b>                | <b>21</b>                  | <b>40</b>               |
| MONTREAL (DORVAL)                    | AIR CANADA            | S                 | 62                | 0          | 0        | 37                         | 23               | 26               | 11                     | 3                      | 0                       | 39                         | 55                       | 30                         | 31                      |
|                                      | BRITISH AIRWAYS PLC   | S                 | 62                | 0          | 0        | 81                         | 11               | 8                | 0                      | 0                      | 0                       | 9                          | 85                       | 13                         | 62                      |
| <b>TOTAL MONTREAL (DORVAL)</b>       |                       |                   | <b>124</b>        | <b>0</b>   | <b>0</b> | <b>59</b>                  | <b>17</b>        | <b>17</b>        | <b>6</b>               | <b>2</b>               | <b>0</b>                | <b>24</b>                  | <b>75</b>                | <b>18</b>                  | <b>93</b>               |
| OTTAWA INTERNATIONAL                 | AIR CANADA            | S                 | 44                | 0          | 0        | 70                         | 20               | 5                | 5                      | 0                      | 0                       | 12                         | 67                       | 16                         | 51                      |
| <b>TOTAL OTTAWA INTERNATIONAL</b>    |                       |                   | <b>44</b>         | <b>0</b>   | <b>0</b> | <b>70</b>                  | <b>20</b>        | <b>5</b>         | <b>5</b>               | <b>0</b>               | <b>0</b>                | <b>12</b>                  | <b>67</b>                | <b>16</b>                  | <b>51</b>               |
| TORONTO                              | AIR CANADA            | S                 | 244               | 0          | 0        | 53                         | 25               | 13               | 8                      | 1                      | 0                       | 26                         | 64                       | 18                         | 219                     |
|                                      | BRITISH AIRWAYS PLC   | S                 | 123               | 0          | 0        | 67                         | 20               | 9                | 3                      | 0                      | 1                       | 26                         | 71                       | 12                         | 124                     |
| <b>TOTAL TORONTO</b>                 |                       |                   | <b>367</b>        | <b>0</b>   | <b>0</b> | <b>58</b>                  | <b>23</b>        | <b>12</b>        | <b>6</b>               | <b>1</b>               | <b>1</b>                | <b>26</b>                  | <b>66</b>                | <b>16</b>                  | <b>343</b>              |
| VANCOUVER                            | AIR CANADA            | S                 | 62                | 0          | 0        | 58                         | 27               | 5                | 6                      | 0                      | 3                       | 30                         | 73                       | 22                         | 62                      |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR MARCH 2004

Reporting Airport: HEATHROW (Full Analysis)

| ORIGIN / DESTINATION            | AIRLINE                     | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |            |          | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         |                            | MAR 2003                 |                            |                         |
|---------------------------------|-----------------------------|-------------------|-------------------|------------|----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                                 |                             |                   | MATCHED           | UNMATCHED  |          | Early to<br>15 mins        | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                                 |                             |                   |                   | Actual (7) | Plan (8) |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| VANCOUVER                       | BRITISH AIRWAYS PLC         | S                 | 62                | 0          | 0        | 76                         | 11               | 3                | 10                     | 0                      | 0                       | 17                         | 73                       | 15                         | 62                      |
| <b>TOTAL VANCOUVER</b>          |                             |                   | <b>124</b>        | <b>0</b>   | <b>0</b> | <b>67</b>                  | <b>19</b>        | <b>4</b>         | <b>8</b>               | <b>0</b>               | <b>2</b>                | <b>23</b>                  | <b>73</b>                | <b>18</b>                  | <b>124</b>              |
| <b>TOTAL CANADA</b>             |                             |                   | <b>793</b>        | <b>0</b>   | <b>0</b> | <b>59</b>                  | <b>22</b>        | <b>11</b>        | <b>6</b>               | <b>1</b>               | <b>1</b>                | <b>24</b>                  | <b>68</b>                | <b>18</b>                  | <b>714</b>              |
| CAYMAN ISLANDS                  |                             |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| GRAND CAYMAN                    | BRITISH AIRWAYS PLC         | S                 | 34                | 1          | 1        | 74                         | 21               | 6                | 0                      | 0                      | 0                       | 9                          | 86                       | 9                          | 35                      |
| <b>TOTAL GRAND CAYMAN</b>       |                             |                   | <b>34</b>         | <b>1</b>   | <b>1</b> | <b>74</b>                  | <b>21</b>        | <b>6</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>9</b>                   | <b>86</b>                | <b>9</b>                   | <b>35</b>               |
| <b>TOTAL CAYMAN ISLANDS</b>     |                             |                   | <b>34</b>         | <b>1</b>   | <b>1</b> | <b>74</b>                  | <b>21</b>        | <b>6</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>9</b>                   | <b>86</b>                | <b>9</b>                   | <b>35</b>               |
| CHINA                           |                             |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| BEIJING                         | AIR CHINA                   | S                 | 36                | 0          | 0        | 67                         | 11               | 19               | 3                      | 0                      | 0                       | 18                         | 67                       | 15                         | 36                      |
|                                 | BRITISH AIRWAYS PLC         | S                 | 27                | 0          | 0        | 78                         | 7                | 7                | 7                      | 0                      | 0                       | 14                         | 70                       | 16                         | 27                      |
| <b>TOTAL BEIJING</b>            |                             |                   | <b>63</b>         | <b>0</b>   | <b>0</b> | <b>71</b>                  | <b>10</b>        | <b>14</b>        | <b>5</b>               | <b>0</b>               | <b>0</b>                | <b>17</b>                  | <b>68</b>                | <b>15</b>                  | <b>63</b>               |
| SHANGHAI (PU DONG)              | VIRGIN ATLANTIC AIRWAYS LTD | S                 | 36                | 0          | 0        | 69                         | 22               | 3                | 6                      | 0                      | 0                       | 13                         | 52                       | 21                         | 27                      |
| <b>TOTAL SHANGHAI (PU DONG)</b> |                             |                   | <b>36</b>         | <b>0</b>   | <b>0</b> | <b>69</b>                  | <b>22</b>        | <b>3</b>         | <b>6</b>               | <b>0</b>               | <b>0</b>                | <b>13</b>                  | <b>52</b>                | <b>21</b>                  | <b>27</b>               |
| <b>TOTAL CHINA</b>              |                             |                   | <b>99</b>         | <b>0</b>   | <b>0</b> | <b>71</b>                  | <b>14</b>        | <b>10</b>        | <b>5</b>               | <b>0</b>               | <b>0</b>                | <b>15</b>                  | <b>63</b>                | <b>17</b>                  | <b>90</b>               |
| COLOMBIA                        |                             |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| BOGOTA                          | BRITISH AIRWAYS PLC         | S                 | 27                | 0          | 0        | 74                         | 19               | 7                | 0                      | 0                      | 0                       | 8                          | 0                        | 0                          | 0                       |
| <b>TOTAL BOGOTA</b>             |                             |                   | <b>27</b>         | <b>0</b>   | <b>0</b> | <b>74</b>                  | <b>19</b>        | <b>7</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>8</b>                   | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| <b>TOTAL COLOMBIA</b>           |                             |                   | <b>27</b>         | <b>0</b>   | <b>0</b> | <b>74</b>                  | <b>19</b>        | <b>7</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>8</b>                   | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| CROATIA                         |                             |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| ZAGREB                          | CROATIA AIRLINES            | S                 | 64                | 0          | 0        | 63                         | 17               | 13               | 6                      | 2                      | 0                       | 22                         | 74                       | 11                         | 62                      |
| <b>TOTAL ZAGREB</b>             |                             |                   | <b>64</b>         | <b>0</b>   | <b>0</b> | <b>63</b>                  | <b>17</b>        | <b>13</b>        | <b>6</b>               | <b>2</b>               | <b>0</b>                | <b>22</b>                  | <b>81</b>                | <b>8</b>                   | <b>96</b>               |
| <b>TOTAL CROATIA</b>            |                             |                   | <b>64</b>         | <b>0</b>   | <b>0</b> | <b>63</b>                  | <b>17</b>        | <b>13</b>        | <b>6</b>               | <b>2</b>               | <b>0</b>                | <b>22</b>                  | <b>81</b>                | <b>8</b>                   | <b>96</b>               |
| CYPRUS                          |                             |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| LARNACA                         | BRITISH AIRWAYS PLC         | S                 | 64                | 0          | 0        | 64                         | 25               | 5                | 6                      | 0                      | 0                       | 16                         | 66                       | 11                         | 62                      |
|                                 | CYPRUS AIRWAYS              | S                 | 120               | 0          | 0        | 63                         | 17               | 12               | 8                      | 2                      | 0                       | 22                         | 68                       | 20                         | 116                     |
| <b>TOTAL LARNACA</b>            |                             |                   | <b>184</b>        | <b>0</b>   | <b>0</b> | <b>63</b>                  | <b>20</b>        | <b>9</b>         | <b>7</b>               | <b>1</b>               | <b>0</b>                | <b>20</b>                  | <b>67</b>                | <b>17</b>                  | <b>178</b>              |
| <b>TOTAL CYPRUS</b>             |                             |                   | <b>184</b>        | <b>0</b>   | <b>0</b> | <b>63</b>                  | <b>20</b>        | <b>9</b>         | <b>7</b>               | <b>1</b>               | <b>0</b>                | <b>20</b>                  | <b>67</b>                | <b>17</b>                  | <b>178</b>              |
| CZECH REPUBLIC                  |                             |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| PRAGUE                          | BRITISH AIRWAYS PLC         | S                 | 185               | 0          | 1        | 59                         | 20               | 16               | 5                      | 0                      | 0                       | 19                         | 75                       | 11                         | 186                     |
|                                 | CSA                         | S                 | 178               | 0          | 0        | 65                         | 16               | 13               | 6                      | 0                      | 0                       | 17                         | 78                       | 9                          | 124                     |
| <b>TOTAL PRAGUE</b>             |                             |                   | <b>363</b>        | <b>0</b>   | <b>1</b> | <b>62</b>                  | <b>18</b>        | <b>15</b>        | <b>6</b>               | <b>0</b>               | <b>0</b>                | <b>18</b>                  | <b>76</b>                | <b>10</b>                  | <b>310</b>              |
| <b>TOTAL CZECH REPUBLIC</b>     |                             |                   | <b>363</b>        | <b>0</b>   | <b>1</b> | <b>62</b>                  | <b>18</b>        | <b>15</b>        | <b>6</b>               | <b>0</b>               | <b>0</b>                | <b>18</b>                  | <b>76</b>                | <b>10</b>                  | <b>310</b>              |
| DENMARK                         |                             |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| COPENHAGEN                      | BRITISH AIRWAYS PLC         | S                 | 358               | 0          | 0        | 77                         | 11               | 8                | 4                      | 0                      | 0                       | 11                         | 84                       | 7                          | 302                     |
|                                 | SAS                         | S                 | 404               | 0          | 3        | 78                         | 11               | 8                | 3                      | 0                      | 0                       | 10                         | 94                       | 4                          | 416                     |
|                                 | VARIG                       | S                 | 26                | 0          | 0        | 27                         | 12               | 15               | 38                     | 8                      | 0                       | 72                         | 81                       | 15                         | 26                      |
| <b>TOTAL COPENHAGEN</b>         |                             |                   | <b>788</b>        | <b>0</b>   | <b>3</b> | <b>76</b>                  | <b>11</b>        | <b>8</b>         | <b>4</b>               | <b>0</b>               | <b>0</b>                | <b>13</b>                  | <b>89</b>                | <b>5</b>                   | <b>744</b>              |

## CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR MARCH 2004

Reporting Airport: HEATHROW (Full Analysis)

| ORIGIN / DESTINATION               | AIRLINE                     | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |            |          | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         |                            | MAR 2003                 |                            |                         |
|------------------------------------|-----------------------------|-------------------|-------------------|------------|----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                                    |                             |                   | MATCHED           | UNMATCHED  |          | Early to<br>15 mins        | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                                    |                             |                   |                   | Actual (7) | Plan (8) |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| TOTAL DENMARK                      |                             |                   | 788               | 0          | 3        | 76                         | 11               | 8                | 4                      | 0                      | 0                       | 13                         | 89                       | 5                          | 744                     |
| EGYPT                              |                             |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| CAIRO                              | BRITISH AIRWAYS PLC         | S                 | 62                | 0          | 0        | 68                         | 15               | 11               | 5                      | 2                      | 0                       | 18                         | 85                       | 7                          | 60                      |
|                                    | EGYPT AIR                   | S                 | 62                | 0          | 0        | 15                         | 27               | 52               | 6                      | 0                      | 0                       | 36                         | 42                       | 23                         | 62                      |
| TOTAL CAIRO                        |                             |                   | 124               | 0          | 0        | 41                         | 21               | 31               | 6                      | 1                      | 0                       | 27                         | 63                       | 15                         | 122                     |
| LUXOR                              | EGYPT AIR                   | S                 | 10                | 0          | 0        | 20                         | 30               | 50               | 0                      | 0                      | 0                       | 30                         | 17                       | 27                         | 6                       |
| TOTAL LUXOR                        |                             |                   | 10                | 0          | 0        | 20                         | 30               | 50               | 0                      | 0                      | 0                       | 30                         | 17                       | 27                         | 6                       |
| SHARM EL SHEIKH (OPHIRA)           | EGYPT AIR                   | S                 | 8                 | 0          | 0        | 75                         | 13               | 13               | 0                      | 0                      | 0                       | 8                          | 100                      | 0                          | 6                       |
| TOTAL SHARM EL SHEIKH (OPHIRA)     |                             |                   | 8                 | 0          | 0        | 75                         | 13               | 13               | 0                      | 0                      | 0                       | 8                          | 100                      | 0                          | 6                       |
| TOTAL EGYPT                        |                             |                   | 142               | 0          | 0        | 42                         | 21               | 32               | 5                      | 1                      | 0                       | 26                         | 63                       | 15                         | 134                     |
| ETHIOPIA                           |                             |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| ADDIS ABABA                        | BRITISH MEDITERRANEAN AIRWA | S                 | 34                | 1          | 0        | 56                         | 21               | 15               | 6                      | 3                      | 0                       | 28                         | 67                       | 16                         | 24                      |
|                                    | ETHIOPIAN AIRLINES          | S                 | 34                | 0          | 0        | 35                         | 26               | 15               | 24                     | 0                      | 0                       | 34                         | 47                       | 34                         | 36                      |
| TOTAL ADDIS ABABA                  |                             |                   | 68                | 1          | 0        | 46                         | 24               | 15               | 15                     | 1                      | 0                       | 31                         | 55                       | 27                         | 60                      |
| TOTAL ETHIOPIA                     |                             |                   | 68                | 1          | 0        | 46                         | 24               | 15               | 15                     | 1                      | 0                       | 31                         | 55                       | 27                         | 60                      |
| FED REP YUGO SERBIA M'ENEGRO       |                             |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| BELGRADE                           | BRITISH AIRWAYS PLC         | S                 | 36                | 0          | 0        | 89                         | 6                | 6                | 0                      | 0                      | 0                       | 6                          | 50                       | 19                         | 2                       |
|                                    | JATAIRWAYS                  | S                 | 54                | 0          | 0        | 56                         | 17               | 15               | 11                     | 2                      | 0                       | 27                         | 56                       | 17                         | 54                      |
| TOTAL BELGRADE                     |                             |                   | 90                | 0          | 0        | 69                         | 12               | 11               | 7                      | 1                      | 0                       | 18                         | 55                       | 17                         | 56                      |
| TOTAL FED REP YUGO SERBIA M'ENEGRO |                             |                   | 90                | 0          | 0        | 69                         | 12               | 11               | 7                      | 1                      | 0                       | 18                         | 55                       | 17                         | 56                      |
| FINLAND                            |                             |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| HELSINKI                           | BRITISH AIRWAYS PLC         | S                 | 144               | 0          | 0        | 85                         | 8                | 5                | 2                      | 0                      | 0                       | 8                          | 88                       | 6                          | 126                     |
|                                    | FINNAIR                     | S                 | 240               | 0          | 0        | 75                         | 12               | 11               | 2                      | 0                      | 0                       | 11                         | 89                       | 5                          | 230                     |
| TOTAL HELSINKI                     |                             |                   | 384               | 0          | 0        | 79                         | 11               | 9                | 2                      | 0                      | 0                       | 10                         | 88                       | 5                          | 356                     |
| TOTAL FINLAND                      |                             |                   | 384               | 0          | 0        | 79                         | 11               | 9                | 2                      | 0                      | 0                       | 10                         | 88                       | 5                          | 356                     |
| FRANCE                             |                             |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| LYON                               | BRITISH AIRWAYS PLC         | S                 | 186               | 0          | 0        | 70                         | 16               | 9                | 5                      | 0                      | 0                       | 14                         | 74                       | 12                         | 194                     |
|                                    | FLYBE.BRITISH EUROPEAN      | S                 | 172               | 0          | 0        | 80                         | 8                | 8                | 4                      | 0                      | 0                       | 10                         | 91                       | 6                          | 134                     |
| TOTAL LYON                         |                             |                   | 358               | 0          | 0        | 75                         | 12               | 8                | 5                      | 0                      | 0                       | 12                         | 81                       | 10                         | 328                     |
| NICE                               | BMI BRITISH MIDLAND         | S                 | 124               | 0          | 0        | 63                         | 17               | 10               | 10                     | 0                      | 0                       | 19                         | 85                       | 6                          | 124                     |
|                                    | BRITISH AIRWAYS PLC         | S                 | 248               | 2          | 0        | 72                         | 13               | 9                | 6                      | 0                      | 0                       | 13                         | 89                       | 6                          | 246                     |
| TOTAL NICE                         |                             |                   | 372               | 2          | 0        | 69                         | 14               | 9                | 8                      | 0                      | 0                       | 15                         | 88                       | 6                          | 370                     |
| PARIS (CHARLES DE GAULLE)          | AIR FRANCE                  | S                 | 768               | 2          | 0        | 60                         | 19               | 15               | 6                      | 0                      | 0                       | 18                         | 79                       | 10                         | 738                     |
|                                    | BMI BRITISH MIDLAND         | S                 | 348               | 0          | 0        | 59                         | 20               | 14               | 6                      | 0                      | 0                       | 19                         | 79                       | 9                          | 345                     |
|                                    | BRITISH AIRWAYS PLC         | S                 | 662               | 0          | 0        | 75                         | 14               | 10               | 2                      | 0                      | 0                       | 11                         | 84                       | 9                          | 642                     |
| TOTAL PARIS (CHARLES DE GAULLE)    |                             |                   | 1778              | 2          | 0        | 65                         | 18               | 13               | 4                      | 0                      | 0                       | 15                         | 81                       | 9                          | 1725                    |
| TOULOUSE (BLAGNAC)                 | FLYBE.BRITISH EUROPEAN      | S                 | 144               | 0          | 0        | 68                         | 20               | 6                | 4                      | 1                      | 0                       | 17                         | 92                       | 5                          | 142                     |
| TOTAL TOULOUSE (BLAGNAC)           |                             |                   | 144               | 0          | 0        | 68                         | 20               | 6                | 4                      | 1                      | 0                       | 17                         | 92                       | 5                          | 142                     |
| TOTAL FRANCE                       |                             |                   | 2652              | 4          | 0        | 67                         | 16               | 11               | 5                      | 0                      | 0                       | 15                         | 82                       | 9                          | 2565                    |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

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|-----------------------------|---------------------|-------------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                             |                     |                   | MATCHED           |          | UNMATCHED | Early to<br>15 mins        | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                             |                     |                   | Actual (7)        | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| <b>GERMANY</b>              |                     |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| BERLIN (TEGEL)              | BRITISH AIRWAYS PLC | S                 | 310               | 0        | 0         | 72                         | 14               | 9                | 5                      | 0                      | 0                       | 13                         | 83                       | 8                          | 310                     |
| <b>TOTAL BERLIN (TEGEL)</b> |                     |                   | <b>310</b>        | <b>0</b> | <b>0</b>  | <b>72</b>                  | <b>14</b>        | <b>9</b>         | <b>5</b>               | <b>0</b>               | <b>0</b>                | <b>13</b>                  | <b>83</b>                | <b>8</b>                   | <b>310</b>              |
| COLOGNE (BONN)              | BRITISH AIRWAYS PLC | S                 | 184               | 0        | 0         | 83                         | 10               | 5                | 2                      | 0                      | 0                       | 8                          | 84                       | 7                          | 186                     |
|                             | LUFTHANSA CITY LINE | S                 | 167               | 0        | 0         | 76                         | 9                | 8                | 7                      | 0                      | 0                       | 13                         | 90                       | 5                          | 186                     |
| <b>TOTAL COLOGNE (BONN)</b> |                     |                   | <b>351</b>        | <b>0</b> | <b>0</b>  | <b>79</b>                  | <b>10</b>        | <b>7</b>         | <b>4</b>               | <b>0</b>               | <b>0</b>                | <b>10</b>                  | <b>87</b>                | <b>6</b>                   | <b>372</b>              |
| DUSSELDORF                  | BRITISH AIRWAYS PLC | S                 | 342               | 0        | 0         | 76                         | 11               | 9                | 4                      | 0                      | 0                       | 13                         | 84                       | 7                          | 300                     |
|                             | LUFTHANSA           | S                 | 266               | 0        | 0         | 83                         | 8                | 6                | 3                      | 0                      | 0                       | 9                          | 95                       | 3                          | 240                     |
|                             | LUFTHANSA CITY LINE | S                 | 20                | 0        | 0         | 55                         | 15               | 15               | 15                     | 0                      | 0                       | 21                         | 0                        | 0                          | 0                       |
| <b>TOTAL DUSSELDORF</b>     |                     |                   | <b>628</b>        | <b>0</b> | <b>0</b>  | <b>78</b>                  | <b>10</b>        | <b>8</b>         | <b>4</b>               | <b>0</b>               | <b>0</b>                | <b>11</b>                  | <b>89</b>                | <b>5</b>                   | <b>540</b>              |
| FRANKFURT MAIN              | BRITISH AIRWAYS PLC | S                 | 434               | 0        | 4         | 73                         | 15               | 9                | 3                      | 0                      | 0                       | 13                         | 82                       | 8                          | 518                     |
|                             | LUFTHANSA           | S                 | 614               | 1        | 2         | 72                         | 17               | 7                | 4                      | 0                      | 0                       | 13                         | 83                       | 9                          | 610                     |
| <b>TOTAL FRANKFURT MAIN</b> |                     |                   | <b>1048</b>       | <b>1</b> | <b>6</b>  | <b>72</b>                  | <b>17</b>        | <b>8</b>         | <b>3</b>               | <b>0</b>               | <b>0</b>                | <b>13</b>                  | <b>83</b>                | <b>9</b>                   | <b>1128</b>             |
| HAMBURG                     | BRITISH AIRWAYS PLC | S                 | 246               | 0        | 0         | 71                         | 17               | 8                | 4                      | 0                      | 0                       | 14                         | 84                       | 11                         | 248                     |
|                             | LUFTHANSA           | S                 | 162               | 0        | 0         | 77                         | 15               | 8                | 0                      | 0                      | 0                       | 9                          | 93                       | 4                          | 200                     |
|                             | LUFTHANSA CITY LINE | S                 | 22                | 0        | 0         | 64                         | 0                | 9                | 18                     | 9                      | 0                       | 48                         | 94                       | 8                          | 16                      |
| <b>TOTAL HAMBURG</b>        |                     |                   | <b>430</b>        | <b>0</b> | <b>0</b>  | <b>73</b>                  | <b>15</b>        | <b>8</b>         | <b>3</b>               | <b>0</b>               | <b>0</b>                | <b>14</b>                  | <b>88</b>                | <b>8</b>                   | <b>464</b>              |
| HANOVER                     | BMI BRITISH MIDLAND | S                 | 168               | 0        | 0         | 60                         | 13               | 15               | 12                     | 1                      | 0                       | 23                         | 82                       | 11                         | 170                     |
|                             | BRITISH AIRWAYS PLC | S                 | 7                 | 1        | 0         | 57                         | 14               | 14               | 14                     | 0                      | 0                       | 26                         | 83                       | 9                          | 24                      |
| <b>TOTAL HANOVER</b>        |                     |                   | <b>175</b>        | <b>1</b> | <b>0</b>  | <b>59</b>                  | <b>13</b>        | <b>15</b>        | <b>12</b>              | <b>1</b>               | <b>0</b>                | <b>23</b>                  | <b>82</b>                | <b>11</b>                  | <b>194</b>              |
| MUNICH                      | BRITISH AIRWAYS PLC | S                 | 298               | 0        | 2         | 76                         | 13               | 6                | 5                      | 0                      | 0                       | 12                         | 88                       | 7                          | 300                     |
|                             | LUFTHANSA           | S                 | 370               | 0        | 2         | 82                         | 10               | 7                | 1                      | 0                      | 0                       | 8                          | 93                       | 4                          | 370                     |
| <b>TOTAL MUNICH</b>         |                     |                   | <b>668</b>        | <b>0</b> | <b>4</b>  | <b>79</b>                  | <b>12</b>        | <b>7</b>         | <b>3</b>               | <b>0</b>               | <b>0</b>                | <b>10</b>                  | <b>91</b>                | <b>5</b>                   | <b>670</b>              |
| STUTTGART                   | BRITISH AIRWAYS PLC | S                 | 186               | 0        | 0         | 74                         | 15               | 8                | 4                      | 0                      | 0                       | 12                         | 83                       | 7                          | 186                     |
|                             | LUFTHANSA CITY LINE | S                 | 178               | 0        | 0         | 77                         | 11               | 10               | 2                      | 0                      | 0                       | 10                         | 87                       | 7                          | 186                     |
| <b>TOTAL STUTTGART</b>      |                     |                   | <b>364</b>        | <b>1</b> | <b>0</b>  | <b>75</b>                  | <b>13</b>        | <b>9</b>         | <b>3</b>               | <b>0</b>               | <b>0</b>                | <b>11</b>                  | <b>85</b>                | <b>7</b>                   | <b>372</b>              |
| <b>TOTAL GERMANY</b>        |                     |                   | <b>3974</b>       | <b>3</b> | <b>10</b> | <b>75</b>                  | <b>13</b>        | <b>8</b>         | <b>4</b>               | <b>0</b>               | <b>0</b>                | <b>12</b>                  | <b>86</b>                | <b>7</b>                   | <b>4050</b>             |
| <b>GHANA</b>                |                     |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| ACCRA                       | BRITISH AIRWAYS PLC | S                 | 62                | 0        | 0         | 77                         | 13               | 8                | 2                      | 0                      | 0                       | 10                         | 74                       | 15                         | 62                      |
|                             | GHANA AIRWAYS       | S                 | 16                | 0        | 1         | 0                          | 13               | 13               | 63                     | 13                     | 0                       | 101                        | 23                       | 65                         | 26                      |
| <b>TOTAL ACCRA</b>          |                     |                   | <b>78</b>         | <b>0</b> | <b>1</b>  | <b>62</b>                  | <b>13</b>        | <b>9</b>         | <b>14</b>              | <b>3</b>               | <b>0</b>                | <b>29</b>                  | <b>59</b>                | <b>30</b>                  | <b>88</b>               |
| <b>TOTAL GHANA</b>          |                     |                   | <b>78</b>         | <b>0</b> | <b>1</b>  | <b>62</b>                  | <b>13</b>        | <b>9</b>         | <b>14</b>              | <b>3</b>               | <b>0</b>                | <b>29</b>                  | <b>59</b>                | <b>30</b>                  | <b>88</b>               |
| <b>GREECE</b>               |                     |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| ATHENS                      | BRITISH AIRWAYS PLC | S                 | 179               | 0        | 1         | 78                         | 13               | 6                | 2                      | 0                      | 1                       | 12                         | 82                       | 10                         | 186                     |
|                             | HELLAS JET          | S                 | 62                | 0        | 0         | 81                         | 11               | 6                | 2                      | 0                      | 0                       | 9                          | 0                        | 0                          | 0                       |
|                             | OLYMPIC AIRWAYS     | S                 | 144               | 0        | 0         | 61                         | 19               | 16               | 4                      | 0                      | 0                       | 16                         | 80                       | 8                          | 148                     |
| <b>TOTAL ATHENS</b>         |                     |                   | <b>385</b>        | <b>0</b> | <b>1</b>  | <b>72</b>                  | <b>15</b>        | <b>10</b>        | <b>3</b>               | <b>0</b>               | <b>0</b>                | <b>13</b>                  | <b>81</b>                | <b>9</b>                   | <b>334</b>              |
| <b>TOTAL GREECE</b>         |                     |                   | <b>385</b>        | <b>0</b> | <b>1</b>  | <b>72</b>                  | <b>15</b>        | <b>10</b>        | <b>3</b>               | <b>0</b>               | <b>0</b>                | <b>13</b>                  | <b>81</b>                | <b>9</b>                   | <b>334</b>              |
| <b>HONG KONG</b>            |                     |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| HONG KONG (CHEP LAP KOK)    | BRITISH AIRWAYS PLC | S                 | 122               | 3        | 2         | 90                         | 7                | 2                | 0                      | 0                      | 0                       | 5                          | 92                       | 5                          | 122                     |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR MARCH 2004

Reporting Airport: HEATHROW (Full Analysis)

| ORIGIN / DESTINATION                  | AIRLINE                     | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |            |          | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         |                            | MAR 2003                 |                            |                         |
|---------------------------------------|-----------------------------|-------------------|-------------------|------------|----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                                       |                             |                   | MATCHED           | UNMATCHED  |          | Early to<br>15 mins        | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                                       |                             |                   |                   | Actual (7) | Plan (8) |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| HONG KONG (CHEP LAP KOK)              | CATHAY PACIFIC AIRWAYS      | S                 | 183               | 3          | 3        | 78                         | 13               | 5                | 3                      | 1                      | 0                       | 13                         | 88                       | 6                          | 159                     |
|                                       | VIRGIN ATLANTIC AIRWAYS LTD | S                 | 62                | 0          | 0        | 73                         | 11               | 13               | 2                      | 2                      | 0                       | 14                         | 82                       | 8                          | 62                      |
| <b>TOTAL HONG KONG (CHEP LAP KOK)</b> |                             |                   | <b>367</b>        | <b>6</b>   | <b>5</b> | <b>81</b>                  | <b>11</b>        | <b>6</b>         | <b>2</b>               | <b>1</b>               | <b>0</b>                | <b>10</b>                  | <b>88</b>                | <b>6</b>                   | <b>343</b>              |
| <b>TOTAL HONG KONG</b>                |                             |                   | <b>367</b>        | <b>6</b>   | <b>5</b> | <b>81</b>                  | <b>11</b>        | <b>6</b>         | <b>2</b>               | <b>1</b>               | <b>0</b>                | <b>10</b>                  | <b>88</b>                | <b>6</b>                   | <b>343</b>              |
| <b>HUNGARY</b>                        |                             |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| BUDAPEST                              | BRITISH AIRWAYS PLC         | S                 | 124               | 0          | 0        | 67                         | 18               | 14               | 2                      | 0                      | 0                       | 13                         | 81                       | 8                          | 124                     |
|                                       | MALEV (HUNGARIAN AIRLINES)  | S                 | 124               | 0          | 0        | 72                         | 12               | 10               | 6                      | 0                      | 0                       | 14                         | 83                       | 8                          | 124                     |
| <b>TOTAL BUDAPEST</b>                 |                             |                   | <b>248</b>        | <b>0</b>   | <b>0</b> | <b>69</b>                  | <b>15</b>        | <b>12</b>        | <b>4</b>               | <b>0</b>               | <b>0</b>                | <b>13</b>                  | <b>82</b>                | <b>8</b>                   | <b>248</b>              |
| <b>TOTAL HUNGARY</b>                  |                             |                   | <b>248</b>        | <b>0</b>   | <b>0</b> | <b>69</b>                  | <b>15</b>        | <b>12</b>        | <b>4</b>               | <b>0</b>               | <b>0</b>                | <b>13</b>                  | <b>82</b>                | <b>8</b>                   | <b>248</b>              |
| <b>ICELAND</b>                        |                             |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| KEFLAVIK                              | ICELANDAIR                  | S                 | 108               | 0          | 0        | 70                         | 12               | 12               | 6                      | 0                      | 0                       | 15                         | 88                       | 6                          | 96                      |
| <b>TOTAL KEFLAVIK</b>                 |                             |                   | <b>108</b>        | <b>0</b>   | <b>0</b> | <b>70</b>                  | <b>12</b>        | <b>12</b>        | <b>6</b>               | <b>0</b>               | <b>0</b>                | <b>15</b>                  | <b>88</b>                | <b>6</b>                   | <b>96</b>               |
| <b>TOTAL ICELAND</b>                  |                             |                   | <b>108</b>        | <b>0</b>   | <b>0</b> | <b>70</b>                  | <b>12</b>        | <b>12</b>        | <b>6</b>               | <b>0</b>               | <b>0</b>                | <b>15</b>                  | <b>88</b>                | <b>6</b>                   | <b>96</b>               |
| <b>INDIA</b>                          |                             |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| CALCUTTA                              | BRITISH AIRWAYS PLC         | S                 | 26                | 0          | 0        | 73                         | 12               | 8                | 8                      | 0                      | 0                       | 15                         | 56                       | 36                         | 18                      |
| <b>TOTAL CALCUTTA</b>                 |                             |                   | <b>26</b>         | <b>0</b>   | <b>0</b> | <b>73</b>                  | <b>12</b>        | <b>8</b>         | <b>8</b>               | <b>0</b>               | <b>0</b>                | <b>15</b>                  | <b>56</b>                | <b>36</b>                  | <b>18</b>               |
| DELHI                                 | BRITISH AIRWAYS PLC         | S                 | 62                | 0          | 0        | 71                         | 15               | 8                | 6                      | 0                      | 0                       | 16                         | 70                       | 37                         | 61                      |
|                                       | VIRGIN ATLANTIC AIRWAYS LTD | S                 | 25                | 0          | 1        | 48                         | 12               | 24               | 16                     | 0                      | 0                       | 28                         | 41                       | 34                         | 27                      |
| <b>TOTAL DELHI</b>                    |                             |                   | <b>87</b>         | <b>0</b>   | <b>1</b> | <b>64</b>                  | <b>14</b>        | <b>13</b>        | <b>9</b>               | <b>0</b>               | <b>0</b>                | <b>20</b>                  | <b>61</b>                | <b>37</b>                  | <b>88</b>               |
| MADRAS/CHENNAI                        | BRITISH AIRWAYS PLC         | S                 | 17                | 1          | 1        | 71                         | 12               | 12               | 6                      | 0                      | 0                       | 14                         | 83                       | 6                          | 18                      |
| <b>TOTAL MADRAS/CHENNAI</b>           |                             |                   | <b>17</b>         | <b>1</b>   | <b>1</b> | <b>71</b>                  | <b>12</b>        | <b>12</b>        | <b>6</b>               | <b>0</b>               | <b>0</b>                | <b>14</b>                  | <b>83</b>                | <b>6</b>                   | <b>18</b>               |
| MUMBAI                                | AIR INDIA                   | S                 | 90                | 1          | 1        | 52                         | 22               | 13               | 10                     | 2                      | 0                       | 27                         | 57                       | 29                         | 97                      |
|                                       | BRITISH AIRWAYS PLC         | S                 | 62                | 0          | 0        | 76                         | 10               | 11               | 2                      | 2                      | 0                       | 14                         | 77                       | 13                         | 62                      |
| <b>TOTAL MUMBAI</b>                   |                             |                   | <b>152</b>        | <b>1</b>   | <b>1</b> | <b>62</b>                  | <b>17</b>        | <b>13</b>        | <b>7</b>               | <b>2</b>               | <b>0</b>                | <b>21</b>                  | <b>65</b>                | <b>23</b>                  | <b>159</b>              |
| <b>TOTAL INDIA</b>                    |                             |                   | <b>282</b>        | <b>2</b>   | <b>3</b> | <b>64</b>                  | <b>15</b>        | <b>12</b>        | <b>7</b>               | <b>1</b>               | <b>0</b>                | <b>20</b>                  | <b>64</b>                | <b>27</b>                  | <b>283</b>              |
| <b>IRAN</b>                           |                             |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| TEHRAN                                | BRITISH MEDITERRANEAN AIRWA | S                 | 34                | 1          | 0        | 53                         | 38               | 3                | 6                      | 0                      | 0                       | 18                         | 58                       | 36                         | 33                      |
|                                       | IRAN AIR                    | S                 | 26                | 0          | 0        | 31                         | 19               | 27               | 19                     | 0                      | 4                       | 49                         | 38                       | 22                         | 26                      |
| <b>TOTAL TEHRAN</b>                   |                             |                   | <b>60</b>         | <b>1</b>   | <b>0</b> | <b>43</b>                  | <b>30</b>        | <b>13</b>        | <b>12</b>              | <b>0</b>               | <b>2</b>                | <b>32</b>                  | <b>49</b>                | <b>30</b>                  | <b>59</b>               |
| <b>TOTAL IRAN</b>                     |                             |                   | <b>60</b>         | <b>1</b>   | <b>0</b> | <b>43</b>                  | <b>30</b>        | <b>13</b>        | <b>12</b>              | <b>0</b>               | <b>2</b>                | <b>32</b>                  | <b>49</b>                | <b>30</b>                  | <b>59</b>               |
| <b>IRISH REPUBLIC</b>                 |                             |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| CORK                                  | AER LINGUS                  | S                 | 194               | 0          | 2        | 69                         | 12               | 12               | 6                      | 1                      | 0                       | 19                         | 82                       | 14                         | 192                     |
| <b>TOTAL CORK</b>                     |                             |                   | <b>194</b>        | <b>0</b>   | <b>2</b> | <b>69</b>                  | <b>12</b>        | <b>12</b>        | <b>6</b>               | <b>1</b>               | <b>0</b>                | <b>19</b>                  | <b>82</b>                | <b>14</b>                  | <b>192</b>              |
| DUBLIN                                | AER LINGUS                  | S                 | 775               | 0          | 5        | 66                         | 17               | 12               | 5                      | 0                      | 0                       | 16                         | 72                       | 17                         | 776                     |
|                                       | BMI BRITISH MIDLAND         | S                 | 444               | 0          | 0        | 54                         | 20               | 18               | 7                      | 1                      | 0                       | 22                         | 86                       | 10                         | 485                     |
| <b>TOTAL DUBLIN</b>                   |                             |                   | <b>1219</b>       | <b>1</b>   | <b>5</b> | <b>62</b>                  | <b>18</b>        | <b>14</b>        | <b>6</b>               | <b>0</b>               | <b>0</b>                | <b>18</b>                  | <b>77</b>                | <b>14</b>                  | <b>1263</b>             |
| SHANNON                               | AER LINGUS                  | S                 | 193               | 0          | 0        | 53                         | 23               | 14               | 8                      | 2                      | 0                       | 26                         | 88                       | 6                          | 189                     |
| <b>TOTAL SHANNON</b>                  |                             |                   | <b>193</b>        | <b>0</b>   | <b>0</b> | <b>53</b>                  | <b>23</b>        | <b>14</b>        | <b>8</b>               | <b>2</b>               | <b>0</b>                | <b>26</b>                  | <b>88</b>                | <b>6</b>                   | <b>189</b>              |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR MARCH 2004

Reporting Airport: HEATHROW (Full Analysis)

| ORIGIN / DESTINATION          | AIRLINE                     | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |            |          | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         |                            | MAR 2003                 |                            |                         |
|-------------------------------|-----------------------------|-------------------|-------------------|------------|----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                               |                             |                   | MATCHED           | UNMATCHED  |          | Early to<br>15 mins        | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                               |                             |                   |                   | Actual (7) | Plan (8) |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| <b>TOTAL IRISH REPUBLIC</b>   |                             |                   | <b>1606</b>       | <b>1</b>   | <b>7</b> | <b>61</b>                  | <b>18</b>        | <b>14</b>        | <b>6</b>               | <b>0</b>               | <b>0</b>                | <b>19</b>                  | <b>79</b>                | <b>14</b>                  | <b>1644</b>             |
| <b>ISRAEL</b>                 |                             |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| OVDA                          | EL AL                       | S                 | 9                 | 0          | 0        | 67                         | 0                | 22               | 11                     | 0                      | 0                       | 27                         | 100                      | 0                          | 2                       |
| <b>TOTAL OVDA</b>             |                             |                   | <b>9</b>          | <b>0</b>   | <b>0</b> | <b>67</b>                  | <b>0</b>         | <b>22</b>        | <b>11</b>              | <b>0</b>               | <b>0</b>                | <b>27</b>                  | <b>100</b>               | <b>0</b>                   | <b>2</b>                |
| TEL AVIV                      | BRITISH AIRWAYS PLC         | S                 | 124               | 1          | 0        | 75                         | 15               | 6                | 2                      | 2                      | 0                       | 15                         | 87                       | 7                          | 83                      |
|                               | EL AL                       | S                 | 108               | 0          | 0        | 58                         | 24               | 12               | 4                      | 2                      | 0                       | 21                         | 73                       | 24                         | 97                      |
| <b>TOTAL TEL AVIV</b>         |                             |                   | <b>232</b>        | <b>1</b>   | <b>0</b> | <b>67</b>                  | <b>19</b>        | <b>9</b>         | <b>3</b>               | <b>2</b>               | <b>0</b>                | <b>18</b>                  | <b>79</b>                | <b>16</b>                  | <b>180</b>              |
| <b>TOTAL ISRAEL</b>           |                             |                   | <b>241</b>        | <b>1</b>   | <b>0</b> | <b>67</b>                  | <b>19</b>        | <b>9</b>         | <b>3</b>               | <b>2</b>               | <b>0</b>                | <b>18</b>                  | <b>80</b>                | <b>16</b>                  | <b>182</b>              |
| <b>ITALY</b>                  |                             |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| MILAN (LINATE)                | ALITALIA                    | S                 | 170               | 0          | 4        | 76                         | 12               | 9                | 2                      | 0                      | 0                       | 10                         | 86                       | 7                          | 173                     |
|                               | BMI BRITISH MIDLAND         | S                 | 163               | 0          | 0        | 74                         | 10               | 8                | 7                      | 1                      | 0                       | 17                         | 91                       | 4                          | 170                     |
|                               | BRITISH AIRWAYS PLC         | S                 | 186               | 0          | 0        | 73                         | 15               | 9                | 3                      | 0                      | 0                       | 13                         | 72                       | 11                         | 186                     |
| <b>TOTAL MILAN (LINATE)</b>   |                             |                   | <b>519</b>        | <b>0</b>   | <b>4</b> | <b>74</b>                  | <b>13</b>        | <b>9</b>         | <b>4</b>               | <b>0</b>               | <b>0</b>                | <b>13</b>                  | <b>83</b>                | <b>7</b>                   | <b>529</b>              |
| MILAN (MALPENSA)              | ALITALIA                    | S                 | 304               | 0          | 2        | 57                         | 17               | 16               | 9                      | 0                      | 0                       | 21                         | 63                       | 16                         | 307                     |
|                               | BRITISH AIRWAYS PLC         | S                 | 185               | 0          | 1        | 68                         | 13               | 11               | 7                      | 1                      | 0                       | 19                         | 78                       | 10                         | 186                     |
| <b>TOTAL MILAN (MALPENSA)</b> |                             |                   | <b>489</b>        | <b>0</b>   | <b>3</b> | <b>61</b>                  | <b>16</b>        | <b>14</b>        | <b>8</b>               | <b>1</b>               | <b>0</b>                | <b>20</b>                  | <b>69</b>                | <b>14</b>                  | <b>493</b>              |
| NAPLES                        | BMI BRITISH MIDLAND         | S                 | 8                 | 0          | 0        | 38                         | 50               | 13               | 0                      | 0                      | 0                       | 17                         | 0                        | 0                          | 0                       |
| <b>TOTAL NAPLES</b>           |                             |                   | <b>8</b>          | <b>0</b>   | <b>0</b> | <b>38</b>                  | <b>50</b>        | <b>13</b>        | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>17</b>                  | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| ROME (FIUMICINO)              | ALITALIA                    | S                 | 307               | 0          | 2        | 53                         | 13               | 21               | 12                     | 1                      | 0                       | 27                         | 61                       | 20                         | 316                     |
|                               | BRITISH AIRWAYS PLC         | S                 | 310               | 0          | 0        | 68                         | 16               | 10               | 6                      | 0                      | 0                       | 16                         | 76                       | 15                         | 308                     |
| <b>TOTAL ROME (FIUMICINO)</b> |                             |                   | <b>617</b>        | <b>0</b>   | <b>2</b> | <b>61</b>                  | <b>14</b>        | <b>16</b>        | <b>9</b>               | <b>0</b>               | <b>0</b>                | <b>21</b>                  | <b>69</b>                | <b>18</b>                  | <b>624</b>              |
| VENICE                        | BMI BRITISH MIDLAND         | S                 | 62                | 0          | 0        | 40                         | 21               | 15               | 23                     | 2                      | 0                       | 38                         | 0                        | 0                          | 0                       |
| <b>TOTAL VENICE</b>           |                             |                   | <b>62</b>         | <b>0</b>   | <b>0</b> | <b>40</b>                  | <b>21</b>        | <b>15</b>        | <b>23</b>              | <b>2</b>               | <b>0</b>                | <b>38</b>                  | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| <b>TOTAL ITALY</b>            |                             |                   | <b>1695</b>       | <b>0</b>   | <b>9</b> | <b>64</b>                  | <b>15</b>        | <b>13</b>        | <b>8</b>               | <b>0</b>               | <b>0</b>                | <b>19</b>                  | <b>73</b>                | <b>13</b>                  | <b>1656</b>             |
| <b>JAMAICA</b>                |                             |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| KINGSTON                      | AIR JAMAICA                 | S                 | 71                | 0          | 0        | 34                         | 11               | 11               | 28                     | 14                     | 1                       | 76                         | 43                       | 37                         | 42                      |
| <b>TOTAL KINGSTON</b>         |                             |                   | <b>71</b>         | <b>0</b>   | <b>0</b> | <b>34</b>                  | <b>11</b>        | <b>11</b>        | <b>28</b>              | <b>14</b>              | <b>1</b>                | <b>76</b>                  | <b>43</b>                | <b>37</b>                  | <b>42</b>               |
| <b>TOTAL JAMAICA</b>          |                             |                   | <b>71</b>         | <b>0</b>   | <b>0</b> | <b>34</b>                  | <b>11</b>        | <b>11</b>        | <b>28</b>              | <b>14</b>              | <b>1</b>                | <b>76</b>                  | <b>42</b>                | <b>36</b>                  | <b>69</b>               |
| <b>JAPAN</b>                  |                             |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| OSAKA (KANSAI)                | JAPAN AIRLINES              | S                 | 62                | 0          | 0        | 84                         | 11               | 5                | 0                      | 0                      | 0                       | 8                          | 89                       | 5                          | 62                      |
| <b>TOTAL OSAKA (KANSAI)</b>   |                             |                   | <b>62</b>         | <b>0</b>   | <b>0</b> | <b>84</b>                  | <b>11</b>        | <b>5</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>8</b>                   | <b>89</b>                | <b>5</b>                   | <b>62</b>               |
| TOKYO (NARITA)                | ALL NIPPON AIRWAYS          | S                 | 62                | 0          | 0        | 84                         | 6                | 5                | 2                      | 3                      | 0                       | 16                         | 98                       | 2                          | 62                      |
|                               | BRITISH AIRWAYS PLC         | S                 | 124               | 0          | 0        | 62                         | 21               | 8                | 9                      | 0                      | 0                       | 18                         | 71                       | 19                         | 118                     |
|                               | JAPAN AIRLINES              | S                 | 123               | 1          | 1        | 68                         | 24               | 6                | 2                      | 0                      | 0                       | 12                         | 78                       | 8                          | 100                     |
|                               | VIRGIN ATLANTIC AIRWAYS LTD | S                 | 61                | 1          | 8        | 56                         | 23               | 15               | 5                      | 0                      | 2                       | 39                         | 81                       | 7                          | 62                      |
| <b>TOTAL TOKYO (NARITA)</b>   |                             |                   | <b>370</b>        | <b>2</b>   | <b>9</b> | <b>67</b>                  | <b>20</b>        | <b>8</b>         | <b>5</b>               | <b>1</b>               | <b>0</b>                | <b>19</b>                  | <b>79</b>                | <b>12</b>                  | <b>361</b>              |
| <b>TOTAL JAPAN</b>            |                             |                   | <b>432</b>        | <b>2</b>   | <b>9</b> | <b>69</b>                  | <b>19</b>        | <b>7</b>         | <b>4</b>               | <b>0</b>               | <b>0</b>                | <b>17</b>                  | <b>80</b>                | <b>10</b>                  | <b>423</b>              |
| <b>JORDAN</b>                 |                             |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| AMMAN                         | BRITISH MEDITERRANEAN AIRWA | S                 | 38                | 4          | 0        | 55                         | 32               | 8                | 0                      | 5                      | 0                       | 24                         | 65                       | 30                         | 23                      |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR MARCH 2004

Reporting Airport: HEATHROW (Full Analysis)

| ORIGIN / DESTINATION   | AIRLINE                     | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         |                            | MAR 2003                 |                            |                         |
|------------------------|-----------------------------|-------------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                        |                             |                   | MATCHED           |          | UNMATCHED | Early to<br>15 mins        | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                        |                             |                   | Actual (7)        | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| AMMAN                  | ROYAL JORDANIAN             | S                 | 62                | 0        | 0         | 47                         | 26               | 18               | 10                     | 0                      | 0                       | 25                         | 63                       | 32                         | 48                      |
| TOTAL AMMAN            |                             |                   | 100               | 4        | 0         | 50                         | 28               | 14               | 6                      | 2                      | 0                       | 25                         | 63                       | 32                         | 71                      |
| TOTAL JORDAN           |                             |                   | 100               | 4        | 0         | 50                         | 28               | 14               | 6                      | 2                      | 0                       | 25                         | 63                       | 32                         | 71                      |
| KAZAKHSTAN             |                             |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| ALMA ATA               | BRITISH MEDITERRANEAN AIRWA | S                 | 24                | 1        | 0         | 58                         | 17               | 13               | 13                     | 0                      | 0                       | 20                         | 52                       | 23                         | 27                      |
| TOTAL ALMA ATA         |                             |                   | 24                | 19       | 0         | 58                         | 17               | 13               | 13                     | 0                      | 0                       | 20                         | 52                       | 23                         | 27                      |
| TOTAL KAZAKHSTAN       |                             |                   | 24                | 19       | 0         | 58                         | 17               | 13               | 13                     | 0                      | 0                       | 20                         | 52                       | 23                         | 27                      |
| KENYA                  |                             |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| MOMBASA                | EAST AFRICAN SAFARI AIR LTD | S                 | 9                 | 0        | 0         | 22                         | 33               | 11               | 33                     | 0                      | 0                       | 41                         | 0                        | 0                          | 0                       |
| TOTAL MOMBASA          |                             |                   | 9                 | 0        | 0         | 22                         | 33               | 11               | 33                     | 0                      | 0                       | 41                         | 0                        | 0                          | 0                       |
| NAIROBI                | BRITISH AIRWAYS PLC         | S                 | 41                | 1        | 0         | 73                         | 7                | 7                | 7                      | 2                      | 2                       | 50                         | 82                       | 9                          | 34                      |
|                        | EAST AFRICAN SAFARI AIR LTD | S                 | 29                | 1        | 0         | 69                         | 14               | 10               | 7                      | 0                      | 0                       | 14                         | 0                        | 0                          | 0                       |
|                        | KENYA AIRWAYS               | S                 | 70                | 0        | 0         | 80                         | 10               | 7                | 3                      | 0                      | 0                       | 12                         | 81                       | 10                         | 64                      |
| TOTAL NAIROBI          |                             |                   | 140               | 2        | 0         | 76                         | 10               | 8                | 5                      | 1                      | 1                       | 24                         | 82                       | 10                         | 98                      |
| TOTAL KENYA            |                             |                   | 149               | 2        | 0         | 72                         | 11               | 8                | 7                      | 1                      | 1                       | 25                         | 82                       | 10                         | 98                      |
| KUWAIT                 |                             |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| KUWAIT                 | BRITISH AIRWAYS PLC         | S                 | 61                | 2        | 0         | 82                         | 7                | 7                | 5                      | 0                      | 0                       | 13                         | 71                       | 20                         | 35                      |
|                        | KUWAIT AIRWAYS              | S                 | 61                | 1        | 1         | 59                         | 20               | 16               | 3                      | 2                      | 0                       | 20                         | 40                       | 50                         | 40                      |
| TOTAL KUWAIT           |                             |                   | 122               | 3        | 1         | 70                         | 13               | 11               | 4                      | 1                      | 0                       | 16                         | 55                       | 36                         | 75                      |
| TOTAL KUWAIT           |                             |                   | 122               | 3        | 1         | 70                         | 13               | 11               | 4                      | 1                      | 0                       | 16                         | 55                       | 36                         | 75                      |
| KYRGYZSTAN             |                             |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| BISHKEK (FRUNZE)       | BRITISH MEDITERRANEAN AIRWA | S                 | 25                | 1        | 0         | 60                         | 16               | 8                | 16                     | 0                      | 0                       | 20                         | 50                       | 50                         | 22                      |
| TOTAL BISHKEK (FRUNZE) |                             |                   | 25                | 1        | 0         | 60                         | 16               | 8                | 16                     | 0                      | 0                       | 20                         | 50                       | 50                         | 22                      |
| TOTAL KYRGYZSTAN       |                             |                   | 25                | 1        | 0         | 60                         | 16               | 8                | 16                     | 0                      | 0                       | 20                         | 50                       | 50                         | 22                      |
| LATVIA                 |                             |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| RIGA                   | AIR BALTIC CORPORATION SIA  | S                 | 8                 | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 6                          | 0                        | 0                          | 0                       |
|                        | BRITISH AIRWAYS PLC         | S                 | 43                | 0        | 0         | 72                         | 16               | 9                | 2                      | 0                      | 0                       | 14                         | 84                       | 8                          | 45                      |
| TOTAL RIGA             |                             |                   | 51                | 0        | 0         | 76                         | 14               | 8                | 2                      | 0                      | 0                       | 12                         | 84                       | 8                          | 45                      |
| TOTAL LATVIA           |                             |                   | 51                | 0        | 0         | 76                         | 14               | 8                | 2                      | 0                      | 0                       | 12                         | 84                       | 8                          | 45                      |
| LEBANON                |                             |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| BEIRUT                 | BRITISH MEDITERRANEAN AIRWA | S                 | 12                | 2        | 0         | 33                         | 8                | 33               | 17                     | 8                      | 0                       | 59                         | 50                       | 27                         | 6                       |
|                        | MEA                         | S                 | 44                | 0        | 0         | 57                         | 16               | 20               | 7                      | 0                      | 0                       | 22                         | 89                       | 8                          | 44                      |
| TOTAL BEIRUT           |                             |                   | 56                | 2        | 0         | 52                         | 14               | 23               | 9                      | 2                      | 0                       | 30                         | 84                       | 11                         | 50                      |
| TOTAL LEBANON          |                             |                   | 56                | 2        | 0         | 52                         | 14               | 23               | 9                      | 2                      | 0                       | 30                         | 84                       | 11                         | 50                      |
| LIBYA                  |                             |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| TRIPOLI                | BRITISH AIRWAYS PLC         | S                 | 34                | 0        | 0         | 71                         | 18               | 6                | 6                      | 0                      | 0                       | 15                         | 69                       | 15                         | 26                      |
|                        | LIBYAN ARAB AIRLINES        | S                 | 18                | 0        | 0         | 94                         | 0                | 6                | 0                      | 0                      | 0                       | 4                          | 83                       | 11                         | 18                      |
| TOTAL TRIPOLI          |                             |                   | 52                | 0        | 0         | 79                         | 12               | 6                | 4                      | 0                      | 0                       | 11                         | 75                       | 13                         | 44                      |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

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Reporting Airport: HEATHROW (Full Analysis)

| ORIGIN / DESTINATION        | AIRLINE                      | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |            |          | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         |                            | MAR 2003                 |                            |                         |
|-----------------------------|------------------------------|-------------------|-------------------|------------|----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                             |                              |                   | MATCHED           | UNMATCHED  |          | Early to<br>15 mins        | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                             |                              |                   |                   | Actual (7) | Plan (8) |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| TOTAL LIBYA                 |                              |                   | 52                | 0          | 0        | 79                         | 12               | 6                | 4                      | 0                      | 0                       | 11                         | 74                       | 14                         | 54                      |
| LUXEMBOURG                  |                              |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| LUXEMBOURG                  | LUXAIR                       | S                 | 124               | 1          | 0        | 56                         | 26               | 14               | 5                      | 0                      | 0                       | 17                         | 90                       | 6                          | 124                     |
| TOTAL LUXEMBOURG            |                              |                   | 124               | 1          | 0        | 56                         | 26               | 14               | 5                      | 0                      | 0                       | 17                         | 90                       | 6                          | 124                     |
| TOTAL LUXEMBOURG            |                              |                   | 124               | 1          | 0        | 56                         | 26               | 14               | 5                      | 0                      | 0                       | 17                         | 90                       | 6                          | 124                     |
| MALAWI                      |                              |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| LILONGWE                    | BRITISH AIRWAYS PLC          | S                 | 8                 | 0          | 0        | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 1                          | 90                       | 9                          | 10                      |
| TOTAL LILONGWE              |                              |                   | 8                 | 0          | 0        | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 1                          | 90                       | 9                          | 10                      |
| TOTAL MALAWI                |                              |                   | 8                 | 0          | 0        | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 1                          | 90                       | 9                          | 10                      |
| MALAYSIA                    |                              |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| KUALA LUMPUR (SEPANG)       | MALAYSIAN AIRLINES SYSTEM-MA | S                 | 143               | 17         | 17       | 81                         | 10               | 7                | 1                      | 0                      | 0                       | 8                          | 80                       | 15                         | 159                     |
| TOTAL KUALA LUMPUR (SEPANG) |                              |                   | 143               | 17         | 17       | 81                         | 10               | 7                | 1                      | 0                      | 0                       | 8                          | 80                       | 15                         | 159                     |
| TOTAL MALAYSIA              |                              |                   | 143               | 17         | 17       | 81                         | 10               | 7                | 1                      | 0                      | 0                       | 8                          | 80                       | 15                         | 159                     |
| MALDIVE ISLANDS             |                              |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| MALE INTERNATIONAL          | SRILANKAN AIRLINES           | S                 | 4                 | 0          | 0        | 75                         | 25               | 0                | 0                      | 0                      | 0                       | 4                          | 0                        | 0                          | 0                       |
| TOTAL MALE INTERNATIONAL    |                              |                   | 4                 | 0          | 0        | 75                         | 25               | 0                | 0                      | 0                      | 0                       | 4                          | 0                        | 0                          | 0                       |
| TOTAL MALDIVE ISLANDS       |                              |                   | 4                 | 0          | 0        | 75                         | 25               | 0                | 0                      | 0                      | 0                       | 4                          | 0                        | 0                          | 0                       |
| MALTA                       |                              |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| MALTA                       | AIR MALTA                    | S                 | 124               | 0          | 0        | 60                         | 19               | 13               | 7                      | 0                      | 0                       | 19                         | 76                       | 10                         | 123                     |
| TOTAL MALTA                 |                              |                   | 124               | 0          | 0        | 60                         | 19               | 13               | 7                      | 0                      | 0                       | 19                         | 76                       | 10                         | 123                     |
| TOTAL MALTA                 |                              |                   | 124               | 0          | 0        | 60                         | 19               | 13               | 7                      | 0                      | 0                       | 19                         | 76                       | 10                         | 123                     |
| MAURITIUS                   |                              |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| MAURITIUS                   | AIR MAURITIUS LTD            | S                 | 36                | 0          | 0        | 11                         | 19               | 47               | 17                     | 3                      | 3                       | 58                         | 24                       | 37                         | 38                      |
|                             | BRITISH AIRWAYS PLC          | S                 | 26                | 0          | 0        | 50                         | 27               | 19               | 4                      | 0                      | 0                       | 22                         | 42                       | 26                         | 26                      |
| TOTAL MAURITIUS             |                              |                   | 62                | 0          | 0        | 27                         | 23               | 35               | 11                     | 2                      | 2                       | 43                         | 31                       | 33                         | 64                      |
| TOTAL MAURITIUS             |                              |                   | 62                | 0          | 0        | 27                         | 23               | 35               | 11                     | 2                      | 2                       | 43                         | 31                       | 33                         | 64                      |
| MEXICO                      |                              |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| MEXICO CITY                 | BRITISH AIRWAYS PLC          | S                 | 27                | 0          | 0        | 52                         | 7                | 26               | 15                     | 0                      | 0                       | 25                         | 46                       | 64                         | 26                      |
| TOTAL MEXICO CITY           |                              |                   | 27                | 0          | 0        | 52                         | 7                | 26               | 15                     | 0                      | 0                       | 25                         | 46                       | 64                         | 26                      |
| TOTAL MEXICO                |                              |                   | 27                | 0          | 0        | 52                         | 7                | 26               | 15                     | 0                      | 0                       | 25                         | 46                       | 64                         | 26                      |
| MOROCCO                     |                              |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| CASABLANCA MOHAMED V        | ROYAL AIR MAROC              | S                 | 62                | 0          | 0        | 61                         | 11               | 16               | 8                      | 3                      | 0                       | 25                         | 74                       | 18                         | 62                      |
| TOTAL CASABLANCA MOHAMED V  |                              |                   | 62                | 0          | 0        | 61                         | 11               | 16               | 8                      | 3                      | 0                       | 25                         | 74                       | 18                         | 62                      |
| MARRAKESH                   | GB AIRWAYS LTD               | S                 | 62                | 0          | 0        | 84                         | 8                | 6                | 2                      | 0                      | 0                       | 8                          | 74                       | 9                          | 62                      |
| TOTAL MARRAKESH             |                              |                   | 62                | 0          | 0        | 84                         | 8                | 6                | 2                      | 0                      | 0                       | 8                          | 74                       | 9                          | 62                      |
| TOTAL MOROCCO               |                              |                   | 124               | 0          | 0        | 73                         | 10               | 11               | 5                      | 2                      | 0                       | 17                         | 74                       | 14                         | 124                     |



## CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR MARCH 2004

|                                   |                             | Reporting Airport: HEATHROW (Full Analysis) |           |            |                     |                            |                  |                        |                        |                         |                            |                          | MAR 2003                   |                         |          |
|-----------------------------------|-----------------------------|---|-----------|------------|---------------------|----------------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|----------|
|                                   |                             | NUMBER OF FLIGHTS                           |           |            |                     | PERCENTAGE OF FLIGHTS LATE |                  |                        |                        |                         |                            |                          |                            |                         |          |
| ORIGIN / DESTINATION              | AIRLINE                     | CHARTER/<br>SCHED                           | UNMATCHED |            | Early to<br>15 mins | 16 to<br>30 mins           | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |          |
|                                   |                             |   | MATCHED   | Actual (7) |                     |                            |                  |                        |                        |                         |                            |                          |                            |                         | Plan (8) |
| <b>NATIONALIST CHINA (TAIWAN)</b> |                             |   |           |            |                     |                            |                  |                        |                        |                         |                            |                          |                            |                         |          |
| TAIPEI                            | EVA AIR                     | S   | 44        | 0          | 0                   | 52                         | 11               | 32                     | 5                      | 0                       | 0                          | 20                       | 53                         | 19                      | 36       |
| TOTAL TAIPEI                      |                             |   | 44        | 0          | 0                   | 52                         | 11               | 32                     | 5                      | 0                       | 0                          | 20                       | 53                         | 19                      | 36       |
| TOTAL NATIONALIST CHINA (TAIWAN)  |                             |   | 44        | 0          | 0                   | 52                         | 11               | 32                     | 5                      | 0                       | 0                          | 20                       | 53                         | 19                      | 36       |
| <b>NETHERLANDS</b>                |                             |   |           |            |                     |                            |                  |                        |                        |                         |                            |                          |                            |                         |          |
| AMSTERDAM                         | BMI BRITISH MIDLAND         | S   | 468       | 0          | 0                   | 64                         | 14               | 17                     | 4                      | 0                       | 0                          | 17                       | 86                         | 7                       | 455      |
|                                   | BRITISH AIRWAYS PLC         | S   | 476       | 0          | 0                   | 81                         | 9                | 6                      | 4                      | 0                       | 0                          | 10                       | 85                         | 10                      | 412      |
|                                   | KLM                         | S   | 549       | 0          | 3                   | 74                         | 14               | 7                      | 5                      | 0                       | 0                          | 13                       | 83                         | 11                      | 526      |
| TOTAL AMSTERDAM                   |                             |   | 1493      | 0          | 3                   | 73                         | 13               | 10                     | 4                      | 0                       | 0                          | 13                       | 85                         | 9                       | 1393     |
| EINDHOVEN                         | HOLLANDEXEL                 | S   | 92        | 0          | 0                   | 64                         | 23               | 10                     | 3                      | 0                       | 0                          | 14                       | 80                         | 10                      | 84       |
| TOTAL EINDHOVEN                   |                             |   | 92        | 0          | 0                   | 64                         | 23               | 10                     | 3                      | 0                       | 0                          | 14                       | 80                         | 10                      | 84       |
| ROTTERDAM                         | KLM                         | S   | 194       | 0          | 9                   | 80                         | 10               | 5                      | 5                      | 0                       | 0                          | 10                       | 97                         | 2                       | 188      |
|                                   | KLM CITYHOPPER              | S   | 8         | 0          | 0                   | 63                         | 25               | 13                     | 0                      | 0                       | 0                          | 12                       | 100                        | 0                       | 10       |
| TOTAL ROTTERDAM                   |                             |   | 202       | 0          | 9                   | 79                         | 10               | 5                      | 5                      | 0                       | 0                          | 10                       | 97                         | 2                       | 198      |
| TOTAL NETHERLANDS                 |                             |   | 1787      | 0          | 12                  | 73                         | 13               | 9                      | 4                      | 0                       | 0                          | 13                       | 86                         | 8                       | 1675     |
| <b>NEW ZEALAND</b>                |                             |   |           |            |                     |                            |                  |                        |                        |                         |                            |                          |                            |                         |          |
| AUCKLAND INTERNATIONAL            | AIR NEW ZEALAND LTD         | S   | 62        | 0          | 0                   | 73                         | 16               | 8                      | 3                      | 0                       | 0                          | 13                       | 73                         | 17                      | 62       |
| TOTAL AUCKLAND INTERNATIONAL      |                             |   | 62        | 0          | 0                   | 73                         | 16               | 8                      | 3                      | 0                       | 0                          | 13                       | 73                         | 17                      | 62       |
| TOTAL NEW ZEALAND                 |                             |   | 62        | 0          | 0                   | 73                         | 16               | 8                      | 3                      | 0                       | 0                          | 13                       | 73                         | 17                      | 62       |
| <b>NIGERIA</b>                    |                             |   |           |            |                     |                            |                  |                        |                        |                         |                            |                          |                            |                         |          |
| ABUJA                             | BRITISH AIRWAYS PLC         | S   | 45        | 0          | 0                   | 80                         | 9                | 9                      | 2                      | 0                       | 0                          | 11                       | 88                         | 10                      | 42       |
| TOTAL ABUJA                       |                             |   | 45        | 0          | 0                   | 80                         | 9                | 9                      | 2                      | 0                       | 0                          | 11                       | 88                         | 10                      | 42       |
| LAGOS                             | BRITISH AIRWAYS PLC         | S   | 62        | 0          | 0                   | 60                         | 19               | 15                     | 6                      | 0                       | 0                          | 19                       | 60                         | 21                      | 62       |
|                                   | VIRGIN ATLANTIC AIRWAYS LTD | S   | 60        | 2          | 2                   | 55                         | 15               | 22                     | 7                      | 2                       | 0                          | 24                       | 62                         | 70                      | 53       |
| TOTAL LAGOS                       |                             |   | 122       | 2          | 2                   | 57                         | 17               | 18                     | 7                      | 1                       | 0                          | 21                       | 61                         | 44                      | 115      |
| TOTAL NIGERIA                     |                             |   | 167       | 2          | 2                   | 63                         | 15               | 16                     | 5                      | 1                       | 0                          | 18                       | 68                         | 35                      | 157      |
| <b>NORWAY</b>                     |                             |   |           |            |                     |                            |                  |                        |                        |                         |                            |                          |                            |                         |          |
| OSLO (GARDERMOEN)                 | BRITISH AIRWAYS PLC         | S   | 248       | 0          | 0                   | 75                         | 13               | 9                      | 3                      | 0                       | 0                          | 11                       | 80                         | 12                      | 248      |
|                                   | SAS                         | S   | 302       | 0          | 0                   | 86                         | 8                | 5                      | 1                      | 0                       | 0                          | 7                        | 82                         | 8                       | 300      |
| TOTAL OSLO (GARDERMOEN)           |                             |   | 550       | 0          | 0                   | 81                         | 10               | 7                      | 2                      | 0                       | 0                          | 8                        | 81                         | 10                      | 548      |
| STAVANGER                         | SAS                         | S   | 108       | 0          | 0                   | 81                         | 7                | 8                      | 4                      | 0                       | 0                          | 11                       | 100                        | 1                       | 56       |
| TOTAL STAVANGER                   |                             |   | 108       | 0          | 0                   | 81                         | 7                | 8                      | 4                      | 0                       | 0                          | 11                       | 100                        | 1                       | 56       |
| TOTAL NORWAY                      |                             |   | 658       | 0          | 0                   | 81                         | 10               | 7                      | 2                      | 0                       | 0                          | 9                        | 83                         | 9                       | 604      |
| <b>OMAN</b>                       |                             |   |           |            |                     |                            |                  |                        |                        |                         |                            |                          |                            |                         |          |
| MUSCAT                            | BRITISH AIRWAYS PLC         | S   | 61        | 1          | 1                   | 85                         | 10               | 2                      | 0                      | 0                       | 3                          | 45                       | 50                         | 63                      | 2        |
|                                   | GULF AIR                    | S   | 82        | 0          | 2                   | 77                         | 9                | 5                      | 6                      | 2                       | 1                          | 31                       | 89                         | 4                       | 62       |
| TOTAL MUSCAT                      |                             |   | 143       | 1          | 3                   | 80                         | 9                | 3                      | 3                      | 1                       | 2                          | 37                       | 88                         | 6                       | 64       |
| TOTAL OMAN                        |                             |   | 143       | 1          | 3                   | 80                         | 9                | 3                      | 3                      | 1                       | 2                          | 37                       | 88                         | 6                       | 64       |

## CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR MARCH 2004

|  |                        | Reporting Airport: HEATHROW (Full Analysis) |            |          |           |                            |                     |                  |                  |                        |                        |                         |                            |                          |                            |                         |
|--|------------------------|---|------------|----------|-----------|----------------------------|---------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|  |                        | NUMBER OF FLIGHTS                           |            |          |           | PERCENTAGE OF FLIGHTS LATE |                     |                  |                  |                        |                        |                         | MAR 2003                   |                          |                            |                         |
| ORIGIN / DESTINATION                     | AIRLINE                | CHARTER/<br>SCHED                           | MATCHED    |          | UNMATCHED |                            | Early to<br>15 mins | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|  |                        |   | Actual (7) | Plan (8) |           |                            |                     |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| <b>PAKISTAN</b>                          |                        |   |            |          |           |                            |                     |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| ISLAMABAD                                | BRITISH AIRWAYS PLC    | S   | 26         | 0        | 0         | 77                         | 15                  | 4                | 4                | 0                      | 0                      | 12                      | 0                          | 0                        | 0                          |                         |
|  | PAKISTAN INTL AIRLINES | S   | 26         | 0        | 0         | 46                         | 35                  | 15               | 4                | 0                      | 0                      | 22                      | 57                         | 22                       | 21                         |                         |
| <b>TOTAL ISLAMABAD</b>                   |                        |   | <b>52</b>  | <b>0</b> | <b>0</b>  | <b>62</b>                  | <b>25</b>           | <b>10</b>        | <b>4</b>         | <b>0</b>               | <b>0</b>               | <b>17</b>               | <b>57</b>                  | <b>22</b>                | <b>21</b>                  |                         |
| KARACHI                                  | PAKISTAN INTL AIRLINES | S   | 26         | 0        | 0         | 50                         | 15                  | 19               | 4                | 12                     | 0                      | 46                      | 73                         | 47                       | 26                         |                         |
| <b>TOTAL KARACHI</b>                     |                        |   | <b>26</b>  | <b>0</b> | <b>0</b>  | <b>50</b>                  | <b>15</b>           | <b>19</b>        | <b>4</b>         | <b>12</b>              | <b>0</b>               | <b>46</b>               | <b>73</b>                  | <b>47</b>                | <b>26</b>                  |                         |
| LAHORE                                   | PAKISTAN INTL AIRLINES | S   | 26         | 0        | 0         | 42                         | 42                  | 12               | 4                | 0                      | 0                      | 19                      | 50                         | 35                       | 26                         |                         |
| <b>TOTAL LAHORE</b>                      |                        |   | <b>26</b>  | <b>0</b> | <b>0</b>  | <b>42</b>                  | <b>42</b>           | <b>12</b>        | <b>4</b>         | <b>0</b>               | <b>0</b>               | <b>19</b>               | <b>50</b>                  | <b>35</b>                | <b>26</b>                  |                         |
| <b>TOTAL PAKISTAN</b>                    |                        |   | <b>104</b> | <b>0</b> | <b>0</b>  | <b>54</b>                  | <b>27</b>           | <b>13</b>        | <b>4</b>         | <b>3</b>               | <b>0</b>               | <b>25</b>               | <b>60</b>                  | <b>36</b>                | <b>73</b>                  |                         |
| <b>POLAND</b>                            |                        |   |            |          |           |                            |                     |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| WARSAW                                   | BRITISH AIRWAYS PLC    | S   | 186        | 0        | 0         | 79                         | 10                  | 5                | 5                | 1                      | 0                      | 13                      | 89                         | 8                        | 184                        |                         |
|  | LOT-POLISH AIRLINES    | S   | 186        | 0        | 0         | 73                         | 13                  | 10               | 3                | 0                      | 0                      | 12                      | 83                         | 10                       | 184                        |                         |
| <b>TOTAL WARSAW</b>                      |                        |   | <b>372</b> | <b>0</b> | <b>0</b>  | <b>76</b>                  | <b>12</b>           | <b>8</b>         | <b>4</b>         | <b>1</b>               | <b>0</b>               | <b>13</b>               | <b>86</b>                  | <b>9</b>                 | <b>368</b>                 |                         |
| <b>TOTAL POLAND</b>                      |                        |   | <b>373</b> | <b>0</b> | <b>0</b>  | <b>76</b>                  | <b>12</b>           | <b>8</b>         | <b>4</b>         | <b>1</b>               | <b>0</b>               | <b>13</b>               | <b>86</b>                  | <b>9</b>                 | <b>368</b>                 |                         |
| <b>PORTUGAL(EXCLUDING MADEIRA)</b>       |                        |   |            |          |           |                            |                     |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| FARO                                     | AIR PORTUGAL           | S   | 38         | 0        | 0         | 42                         | 24                  | 24               | 11               | 0                      | 0                      | 26                      | 87                         | 6                        | 62                         |                         |
| <b>TOTAL FARO</b>                        |                        |   | <b>38</b>  | <b>0</b> | <b>0</b>  | <b>42</b>                  | <b>24</b>           | <b>24</b>        | <b>11</b>        | <b>0</b>               | <b>0</b>               | <b>26</b>               | <b>87</b>                  | <b>6</b>                 | <b>62</b>                  |                         |
| LISBON                                   | AIR PORTUGAL           | S   | 201        | 0        | 0         | 44                         | 23                  | 19               | 11               | 2                      | 0                      | 29                      | 63                         | 14                       | 162                        |                         |
|  | BRITISH AIRWAYS PLC    | S   | 246        | 0        | 0         | 69                         | 18                  | 9                | 4                | 0                      | 0                      | 14                      | 79                         | 10                       | 248                        |                         |
| <b>TOTAL LISBON</b>                      |                        |   | <b>447</b> | <b>0</b> | <b>0</b>  | <b>58</b>                  | <b>20</b>           | <b>14</b>        | <b>7</b>         | <b>1</b>               | <b>0</b>               | <b>21</b>               | <b>73</b>                  | <b>12</b>                | <b>410</b>                 |                         |
| OPORTO (PORTUGAL)                        | AIR PORTUGAL           | S   | 85         | 0        | 0         | 42                         | 29                  | 18               | 11               | 0                      | 0                      | 25                      | 88                         | 7                        | 100                        |                         |
| <b>TOTAL OPORTO (PORTUGAL)</b>           |                        |   | <b>85</b>  | <b>0</b> | <b>0</b>  | <b>42</b>                  | <b>29</b>           | <b>18</b>        | <b>11</b>        | <b>0</b>               | <b>0</b>               | <b>25</b>               | <b>88</b>                  | <b>7</b>                 | <b>100</b>                 |                         |
| <b>TOTAL PORTUGAL(EXCLUDING MADEIRA)</b> |                        |   | <b>570</b> | <b>0</b> | <b>0</b>  | <b>54</b>                  | <b>22</b>           | <b>15</b>        | <b>8</b>         | <b>1</b>               | <b>0</b>               | <b>22</b>               | <b>77</b>                  | <b>11</b>                | <b>572</b>                 |                         |
| <b>PORTUGAL(MADEIRA)</b>                 |                        |   |            |          |           |                            |                     |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| FUNCHAL                                  | AIR PORTUGAL           | S   | 16         | 0        | 0         | 44                         | 19                  | 13               | 13               | 13                     | 0                      | 63                      | 33                         | 26                       | 18                         |                         |
| <b>TOTAL FUNCHAL</b>                     |                        |   | <b>16</b>  | <b>0</b> | <b>0</b>  | <b>44</b>                  | <b>19</b>           | <b>13</b>        | <b>13</b>        | <b>13</b>              | <b>0</b>               | <b>63</b>               | <b>33</b>                  | <b>26</b>                | <b>18</b>                  |                         |
| <b>TOTAL PORTUGAL(MADEIRA)</b>           |                        |   | <b>16</b>  | <b>0</b> | <b>0</b>  | <b>44</b>                  | <b>19</b>           | <b>13</b>        | <b>13</b>        | <b>13</b>              | <b>0</b>               | <b>63</b>               | <b>33</b>                  | <b>26</b>                | <b>18</b>                  |                         |
| <b>QATAR</b>                             |                        |   |            |          |           |                            |                     |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| DOHA                                     | BRITISH AIRWAYS PLC    | S   | 62         | 0        | 0         | 81                         | 13                  | 3                | 3                | 0                      | 0                      | 8                       | 57                         | 32                       | 60                         |                         |
|  | QATAR AIRWAYS          | S   | 114        | 2        | 2         | 83                         | 11                  | 4                | 2                | 0                      | 0                      | 9                       | 81                         | 7                        | 98                         |                         |
| <b>TOTAL DOHA</b>                        |                        |   | <b>176</b> | <b>2</b> | <b>2</b>  | <b>82</b>                  | <b>12</b>           | <b>3</b>         | <b>2</b>         | <b>0</b>               | <b>0</b>               | <b>9</b>                | <b>72</b>                  | <b>17</b>                | <b>158</b>                 |                         |
| <b>TOTAL QATAR</b>                       |                        |   | <b>176</b> | <b>2</b> | <b>2</b>  | <b>82</b>                  | <b>12</b>           | <b>3</b>         | <b>2</b>         | <b>0</b>               | <b>0</b>               | <b>9</b>                | <b>72</b>                  | <b>17</b>                | <b>158</b>                 |                         |
| <b>REPUBLIC OF KOREA</b>                 |                        |   |            |          |           |                            |                     |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| SEOUL (INCHEON)                          | ASIANA AIRLINES        | S   | 26         | 0        | 0         | 81                         | 8                   | 12               | 0                | 0                      | 0                      | 8                       | 73                         | 10                       | 26                         |                         |
|  | KOREAN AIR             | S   | 44         | 0        | 0         | 73                         | 23                  | 5                | 0                | 0                      | 0                      | 9                       | 67                         | 12                       | 46                         |                         |
| <b>TOTAL SEOUL (INCHEON)</b>             |                        |   | <b>70</b>  | <b>0</b> | <b>0</b>  | <b>76</b>                  | <b>17</b>           | <b>7</b>         | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>8</b>                | <b>69</b>                  | <b>11</b>                | <b>72</b>                  |                         |
| <b>TOTAL REPUBLIC OF KOREA</b>           |                        |   | <b>70</b>  | <b>0</b> | <b>0</b>  | <b>76</b>                  | <b>17</b>           | <b>7</b>         | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>8</b>                | <b>69</b>                  | <b>11</b>                | <b>72</b>                  |                         |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR MARCH 2004

Reporting Airport: HEATHROW (Full Analysis)

| ORIGIN / DESTINATION                  | AIRLINE                     | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |            |                     | PERCENTAGE OF FLIGHTS LATE |                  |                        |                        |                         |                            |                          | MAR 2003                   |                         |            |
|---------------------------------------|-----------------------------|-------------------|-------------------|------------|---------------------|----------------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|------------|
|                                       |                             |                   | UNMATCHED         |            | Early to<br>15 mins | 16 to<br>30 mins           | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |            |
|                                       |                             |                   | MATCHED           | Actual (7) |                     |                            |                  |                        |                        |                         |                            |                          |                            |                         | Plan (8)   |
| <b>REPUBLIC OF SOUTH AFRICA</b>       |                             |                   |                   |            |                     |                            |                  |                        |                        |                         |                            |                          |                            |                         |            |
| <b>CAPE TOWN</b>                      | BRITISH AIRWAYS PLC         | S                 | 86                | 0          | 0                   | 74                         | 17               | 5                      | 2                      | 1                       | 0                          | 15                       | 80                         | 29                      | 88         |
|                                       | SOUTH AFRICAN AIRWAYS       | S                 | 76                | 0          | 0                   | 74                         | 16               | 5                      | 5                      | 0                       | 0                          | 13                       | 87                         | 9                       | 62         |
|                                       | VIRGIN ATLANTIC AIRWAYS LTD | S                 | 26                | 0          | 0                   | 54                         | 31               | 8                      | 4                      | 0                       | 4                          | 56                       | 71                         | 14                      | 17         |
| <b>TOTAL CAPE TOWN</b>                |                             |                   | <b>188</b>        | <b>0</b>   | <b>0</b>            | <b>71</b>                  | <b>19</b>        | <b>5</b>               | <b>4</b>               | <b>1</b>                | <b>1</b>                   | <b>20</b>                | <b>81</b>                  | <b>20</b>               | <b>167</b> |
| <b>JOHANNESBURG</b>                   | BRITISH AIRWAYS PLC         | S                 | 124               | 0          | 0                   | 77                         | 11               | 7                      | 5                      | 0                       | 0                          | 13                       | 79                         | 19                      | 124        |
|                                       | SOUTH AFRICAN AIRWAYS       | S                 | 123               | 0          | 3                   | 72                         | 17               | 7                      | 4                      | 0                       | 1                          | 16                       | 73                         | 20                      | 124        |
|                                       | VIRGIN ATLANTIC AIRWAYS LTD | S                 | 62                | 0          | 0                   | 58                         | 35               | 5                      | 2                      | 0                       | 0                          | 15                       | 60                         | 16                      | 62         |
| <b>TOTAL JOHANNESBURG</b>             |                             |                   | <b>309</b>        | <b>0</b>   | <b>3</b>            | <b>71</b>                  | <b>18</b>        | <b>6</b>               | <b>4</b>               | <b>0</b>                | <b>0</b>                   | <b>15</b>                | <b>73</b>                  | <b>19</b>               | <b>310</b> |
| <b>TOTAL REPUBLIC OF SOUTH AFRICA</b> |                             |                   | <b>497</b>        | <b>0</b>   | <b>3</b>            | <b>71</b>                  | <b>19</b>        | <b>6</b>               | <b>4</b>               | <b>0</b>                | <b>0</b>                   | <b>17</b>                | <b>76</b>                  | <b>19</b>               | <b>477</b> |
| <b>REPUBLIC OF YEMEN</b>              |                             |                   |                   |            |                     |                            |                  |                        |                        |                         |                            |                          |                            |                         |            |
| <b>SANAA</b>                          | YEMENIA                     | S                 | 18                | 0          | 0                   | 56                         | 11               | 28                     | 6                      | 0                       | 0                          | 22                       | 53                         | 18                      | 17         |
| <b>TOTAL SANAA</b>                    |                             |                   | <b>18</b>         | <b>0</b>   | <b>0</b>            | <b>56</b>                  | <b>11</b>        | <b>28</b>              | <b>6</b>               | <b>0</b>                | <b>0</b>                   | <b>22</b>                | <b>53</b>                  | <b>18</b>               | <b>17</b>  |
| <b>TOTAL REPUBLIC OF YEMEN</b>        |                             |                   | <b>18</b>         | <b>0</b>   | <b>0</b>            | <b>56</b>                  | <b>11</b>        | <b>28</b>              | <b>6</b>               | <b>0</b>                | <b>0</b>                   | <b>22</b>                | <b>50</b>                  | <b>18</b>               | <b>18</b>  |
| <b>RUMANIA</b>                        |                             |                   |                   |            |                     |                            |                  |                        |                        |                         |                            |                          |                            |                         |            |
| <b>BUCHAREST (OTOPENI)</b>            | BRITISH AIRWAYS PLC         | S                 | 62                | 0          | 0                   | 81                         | 8                | 11                     | 0                      | 0                       | 0                          | 8                        | 92                         | 5                       | 62         |
|                                       | TAROM                       | S                 | 62                | 0          | 0                   | 71                         | 15               | 15                     | 0                      | 0                       | 0                          | 11                       | 72                         | 17                      | 60         |
| <b>TOTAL BUCHAREST (OTOPENI)</b>      |                             |                   | <b>124</b>        | <b>0</b>   | <b>0</b>            | <b>76</b>                  | <b>11</b>        | <b>13</b>              | <b>0</b>               | <b>0</b>                | <b>0</b>                   | <b>10</b>                | <b>81</b>                  | <b>11</b>               | <b>123</b> |
| <b>TOTAL RUMANIA</b>                  |                             |                   | <b>124</b>        | <b>0</b>   | <b>0</b>            | <b>76</b>                  | <b>11</b>        | <b>13</b>              | <b>0</b>               | <b>0</b>                | <b>0</b>                   | <b>10</b>                | <b>81</b>                  | <b>11</b>               | <b>123</b> |
| <b>RUSSIA</b>                         |                             |                   |                   |            |                     |                            |                  |                        |                        |                         |                            |                          |                            |                         |            |
| <b>MOSCOW (DOMODEDOVO)</b>            | BRITISH AIRWAYS PLC         | S                 | 123               | 1          | 0                   | 71                         | 15               | 11                     | 2                      | 0                       | 1                          | 20                       | 0                          | 0                       | 0          |
| <b>TOTAL MOSCOW (DOMODEDOVO)</b>      |                             |                   | <b>123</b>        | <b>1</b>   | <b>0</b>            | <b>71</b>                  | <b>15</b>        | <b>11</b>              | <b>2</b>               | <b>0</b>                | <b>1</b>                   | <b>20</b>                | <b>0</b>                   | <b>0</b>                | <b>0</b>   |
| <b>MOSCOW (SHEREMETYEVO)</b>          | AEROFLOT                    | S                 | 140               | 0          | 0                   | 77                         | 15               | 6                      | 1                      | 0                       | 0                          | 10                       | 83                         | 9                       | 123        |
| <b>TOTAL MOSCOW (SHEREMETYEVO)</b>    |                             |                   | <b>140</b>        | <b>2</b>   | <b>0</b>            | <b>77</b>                  | <b>15</b>        | <b>6</b>               | <b>1</b>               | <b>0</b>                | <b>0</b>                   | <b>10</b>                | <b>82</b>                  | <b>10</b>               | <b>244</b> |
| <b>ST PETERSBURG</b>                  | AEROFLOT                    | S                 | 10                | 0          | 0                   | 70                         | 10               | 0                      | 20                     | 0                       | 0                          | 20                       | 75                         | 10                      | 8          |
|                                       | BRITISH AIRWAYS PLC         | S                 | 46                | 0          | 0                   | 85                         | 13               | 2                      | 0                      | 0                       | 0                          | 5                        | 96                         | 3                       | 46         |
| <b>TOTAL ST PETERSBURG</b>            |                             |                   | <b>56</b>         | <b>0</b>   | <b>0</b>            | <b>82</b>                  | <b>13</b>        | <b>2</b>               | <b>4</b>               | <b>0</b>                | <b>0</b>                   | <b>8</b>                 | <b>93</b>                  | <b>4</b>                | <b>54</b>  |
| <b>TOTAL RUSSIA</b>                   |                             |                   | <b>319</b>        | <b>4</b>   | <b>0</b>            | <b>76</b>                  | <b>15</b>        | <b>8</b>               | <b>2</b>               | <b>0</b>                | <b>0</b>                   | <b>13</b>                | <b>84</b>                  | <b>9</b>                | <b>298</b> |
| <b>SAUDI ARABIA</b>                   |                             |                   |                   |            |                     |                            |                  |                        |                        |                         |                            |                          |                            |                         |            |
| <b>JEDDAH</b>                         | BRITISH AIRWAYS PLC         | S                 | 36                | 0          | 0                   | 78                         | 14               | 3                      | 6                      | 0                       | 0                          | 15                       | 74                         | 13                      | 35         |
|                                       | SAUDI ARABIAN AIRLINES      | S                 | 44                | 0          | 0                   | 84                         | 11               | 5                      | 0                      | 0                       | 0                          | 5                        | 91                         | 5                       | 35         |
| <b>TOTAL JEDDAH</b>                   |                             |                   | <b>80</b>         | <b>0</b>   | <b>0</b>            | <b>81</b>                  | <b>13</b>        | <b>4</b>               | <b>3</b>               | <b>0</b>                | <b>0</b>                   | <b>10</b>                | <b>83</b>                  | <b>9</b>                | <b>70</b>  |
| <b>RIYADH</b>                         | BRITISH AIRWAYS PLC         | S                 | 27                | 0          | 0                   | 81                         | 7                | 11                     | 0                      | 0                       | 0                          | 9                        | 81                         | 8                       | 27         |
|                                       | SAUDI ARABIAN AIRLINES      | S                 | 24                | 0          | 0                   | 92                         | 4                | 4                      | 0                      | 0                       | 0                          | 5                        | 76                         | 8                       | 25         |
| <b>TOTAL RIYADH</b>                   |                             |                   | <b>51</b>         | <b>0</b>   | <b>0</b>            | <b>86</b>                  | <b>6</b>         | <b>8</b>               | <b>0</b>               | <b>0</b>                | <b>0</b>                   | <b>7</b>                 | <b>79</b>                  | <b>8</b>                | <b>52</b>  |
| <b>TOTAL SAUDI ARABIA</b>             |                             |                   | <b>131</b>        | <b>0</b>   | <b>0</b>            | <b>83</b>                  | <b>10</b>        | <b>5</b>               | <b>2</b>               | <b>0</b>                | <b>0</b>                   | <b>9</b>                 | <b>81</b>                  | <b>9</b>                | <b>122</b> |
| <b>SEYCHELLES</b>                     |                             |                   |                   |            |                     |                            |                  |                        |                        |                         |                            |                          |                            |                         |            |
| <b>SEYCHELLES</b>                     | AIR SEYCHELLES              | S                 | 16                | 0          | 0                   | 50                         | 13               | 25                     | 13                     | 0                       | 0                          | 27                       | 0                          | 0                       | 0          |
|                                       | BRITISH AIRWAYS PLC         | S                 | 16                | 0          | 0                   | 81                         | 13               | 0                      | 6                      | 0                       | 0                          | 10                       | 78                         | 10                      | 18         |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR MARCH 2004

Reporting Airport: HEATHROW (Full Analysis)

| ORIGIN / DESTINATION                 | AIRLINE             | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         |                            | MAR 2003                 |                            |                         |
|--------------------------------------|---------------------|-------------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                                      |                     |                   | MATCHED           |          | UNMATCHED | Early to<br>15 mins        | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                                      |                     |                   | Actual (7)        | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| TOTAL SEYCHELLES                     |                     |                   | 32                | 0        | 0         | 66                         | 13               | 13               | 9                      | 0                      | 0                       | 18                         | 78                       | 10                         | 18                      |
| TOTAL SEYCHELLES                     |                     |                   | 32                | 0        | 0         | 66                         | 13               | 13               | 9                      | 0                      | 0                       | 18                         | 78                       | 10                         | 18                      |
| SINGAPORE                            |                     |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| SINGAPORE                            | SINGAPORE AIRLINES  | S                 | 180               | 6        | 6         | 75                         | 15               | 7                | 3                      | 0                      | 0                       | 11                         | 74                       | 14                         | 186                     |
| TOTAL SINGAPORE                      |                     |                   | 180               | 6        | 6         | 75                         | 15               | 7                | 3                      | 0                      | 0                       | 11                         | 74                       | 14                         | 186                     |
| TOTAL SINGAPORE                      |                     |                   | 180               | 6        | 6         | 75                         | 15               | 7                | 3                      | 0                      | 0                       | 11                         | 74                       | 14                         | 186                     |
| SPAIN                                |                     |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| ALICANTE                             | BMI BRITISH MIDLAND | S                 | 62                | 0        | 0         | 50                         | 21               | 19               | 10                     | 0                      | 0                       | 25                         | 0                        | 0                          | 0                       |
| TOTAL ALICANTE                       |                     |                   | 62                | 0        | 0         | 50                         | 21               | 19               | 10                     | 0                      | 0                       | 25                         | 0                        | 0                          | 0                       |
| BARCELONA                            | BRITISH AIRWAYS PLC | S                 | 248               | 0        | 0         | 62                         | 20               | 11               | 7                      | 0                      | 0                       | 18                         | 78                       | 10                         | 250                     |
|                                      | IBERIA              | S                 | 247               | 0        | 0         | 65                         | 13               | 13               | 9                      | 0                      | 0                       | 21                         | 86                       | 7                          | 247                     |
| TOTAL BARCELONA                      |                     |                   | 495               | 0        | 0         | 63                         | 17               | 12               | 8                      | 0                      | 0                       | 20                         | 82                       | 8                          | 497                     |
| BILBAO                               | BRITISH AIRWAYS PLC | S                 | 60                | 0        | 0         | 67                         | 13               | 10               | 10                     | 0                      | 0                       | 19                         | 0                        | 0                          | 0                       |
|                                      | IBERIA              | S                 | 62                | 0        | 0         | 73                         | 8                | 10               | 8                      | 2                      | 0                       | 18                         | 95                       | 3                          | 62                      |
| TOTAL BILBAO                         |                     |                   | 122               | 0        | 0         | 70                         | 11               | 10               | 9                      | 1                      | 0                       | 18                         | 95                       | 3                          | 62                      |
| MADRID                               | BMI BRITISH MIDLAND | S                 | 116               | 0        | 0         | 58                         | 22               | 16               | 4                      | 0                      | 0                       | 19                         | 96                       | 3                          | 124                     |
|                                      | BRITISH AIRWAYS PLC | S                 | 308               | 0        | 0         | 65                         | 17               | 14               | 3                      | 0                      | 0                       | 16                         | 82                       | 8                          | 310                     |
|                                      | IBERIA              | S                 | 368               | 0        | 2         | 67                         | 20               | 10               | 3                      | 0                      | 0                       | 13                         | 78                       | 13                         | 371                     |
| TOTAL MADRID                         |                     |                   | 792               | 0        | 2         | 65                         | 19               | 13               | 3                      | 0                      | 0                       | 15                         | 82                       | 9                          | 805                     |
| MALAGA                               | GB AIRWAYS LTD      | S                 | 124               | 0        | 0         | 70                         | 15               | 7                | 8                      | 0                      | 0                       | 16                         | 76                       | 14                         | 124                     |
|                                      | IBERIA              | S                 | 62                | 0        | 0         | 55                         | 23               | 23               | 0                      | 0                      | 0                       | 18                         | 65                       | 22                         | 62                      |
| TOTAL MALAGA                         |                     |                   | 186               | 0        | 0         | 65                         | 17               | 12               | 5                      | 0                      | 0                       | 17                         | 72                       | 16                         | 186                     |
| PALMA DE MALLORCA                    | BMI BRITISH MIDLAND | S                 | 62                | 0        | 0         | 27                         | 37               | 23               | 13                     | 0                      | 0                       | 32                         | 76                       | 12                         | 62                      |
| TOTAL PALMA DE MALLORCA              |                     |                   | 62                | 0        | 0         | 27                         | 37               | 23               | 13                     | 0                      | 0                       | 32                         | 76                       | 12                         | 62                      |
| SANTIAGO DE COMPOSTELA (SPAIN)       | IBERIA              | S                 | 61                | 0        | 1         | 75                         | 11               | 5                | 8                      | 0                      | 0                       | 17                         | 94                       | 3                          | 62                      |
| TOTAL SANTIAGO DE COMPOSTELA (SPAIN) |                     |                   | 61                | 0        | 1         | 75                         | 11               | 5                | 8                      | 0                      | 0                       | 17                         | 94                       | 3                          | 62                      |
| SEVILLE                              | IBERIA              | S                 | 62                | 0        | 0         | 82                         | 6                | 6                | 5                      | 0                      | 0                       | 11                         | 89                       | 7                          | 62                      |
| TOTAL SEVILLE                        |                     |                   | 62                | 0        | 0         | 82                         | 6                | 6                | 5                      | 0                      | 0                       | 11                         | 89                       | 7                          | 62                      |
| VALENCIA                             | IBERIA              | S                 | 62                | 0        | 0         | 81                         | 16               | 3                | 0                      | 0                      | 0                       | 7                          | 84                       | 15                         | 62                      |
| TOTAL VALENCIA                       |                     |                   | 62                | 0        | 0         | 81                         | 16               | 3                | 0                      | 0                      | 0                       | 7                          | 84                       | 15                         | 62                      |
| TOTAL SPAIN                          |                     |                   | 1904              | 1        | 3         | 64                         | 18               | 12               | 6                      | 0                      | 0                       | 17                         | 82                       | 10                         | 1798                    |
| SPAIN(CANARY ISLANDS)                |                     |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| TENERIFE (NORTE LOS RODEOS)          | BMI BRITISH MIDLAND | S                 | 16                | 0        | 0         | 31                         | 31               | 25               | 13                     | 0                      | 0                       | 28                         | 0                        | 0                          | 0                       |
| TOTAL TENERIFE (NORTE LOS RODEOS)    |                     |                   | 16                | 0        | 0         | 31                         | 31               | 25               | 13                     | 0                      | 0                       | 28                         | 0                        | 0                          | 0                       |
| TENERIFE (SURREINA SOFIA)            | BMI BRITISH MIDLAND | S                 | 38                | 0        | 0         | 47                         | 29               | 18               | 5                      | 0                      | 0                       | 20                         | 0                        | 0                          | 0                       |
| TOTAL TENERIFE (SURREINA SOFIA)      |                     |                   | 38                | 0        | 0         | 47                         | 29               | 18               | 5                      | 0                      | 0                       | 20                         | 0                        | 0                          | 0                       |
| TOTAL SPAIN(CANARY ISLANDS)          |                     |                   | 54                | 0        | 0         | 43                         | 30               | 20               | 7                      | 0                      | 0                       | 23                         | 0                        | 0                          | 0                       |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

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Reporting Airport: HEATHROW (Full Analysis)

| ORIGIN / DESTINATION      | AIRLINE                     | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |            |                     | PERCENTAGE OF FLIGHTS LATE |                  |                        |                        |                         |                            |                          | MAR 2003                   |                         |             |  |
|---------------------------|-----------------------------|-------------------|-------------------|------------|---------------------|----------------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|-------------|--|
|                           |                             |                   | UNMATCHED         |            | Early to<br>15 mins | 16 to<br>30 mins           | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |             |  |
|                           |                             |                   | MATCHED           | Actual (7) |                     |                            |                  |                        |                        |                         |                            |                          |                            |                         | Plan (8)    |  |
| <b>SRI LANKA</b>          |                             |                   |                   |            |                     |                            |                  |                        |                        |                         |                            |                          |                            |                         |             |  |
| COLOMBO                   | SRILANKAN AIRLINES          | S                 | 93                | 1          | 1                   | 60                         | 5                | 9                      | 20                     | 5                       | 0                          | 46                       | 76                         | 11                      | 79          |  |
| TOTAL COLOMBO             |                             |                   | <b>93</b>         | <b>1</b>   | <b>1</b>            | <b>60</b>                  | <b>5</b>         | <b>9</b>               | <b>20</b>              | <b>5</b>                | <b>0</b>                   | <b>46</b>                | <b>76</b>                  | <b>11</b>               | <b>79</b>   |  |
| TOTAL SRI LANKA           |                             |                   | <b>93</b>         | <b>1</b>   | <b>1</b>            | <b>60</b>                  | <b>5</b>         | <b>9</b>               | <b>20</b>              | <b>5</b>                | <b>0</b>                   | <b>46</b>                | <b>76</b>                  | <b>11</b>               | <b>79</b>   |  |
| <b>SUDAN</b>              |                             |                   |                   |            |                     |                            |                  |                        |                        |                         |                            |                          |                            |                         |             |  |
| KHARTOUM                  | SUDAN AIRWAYS               | S                 | 2                 | 0          | 4                   | 0                          | 0                | 100                    | 0                      | 0                       | 0                          | 51                       | 44                         | 76                      | 16          |  |
| TOTAL KHARTOUM            |                             |                   | <b>2</b>          | <b>0</b>   | <b>4</b>            | <b>0</b>                   | <b>0</b>         | <b>100</b>             | <b>0</b>               | <b>0</b>                | <b>0</b>                   | <b>51</b>                | <b>44</b>                  | <b>76</b>               | <b>16</b>   |  |
| TOTAL SUDAN               |                             |                   | <b>2</b>          | <b>0</b>   | <b>4</b>            | <b>0</b>                   | <b>0</b>         | <b>100</b>             | <b>0</b>               | <b>0</b>                | <b>0</b>                   | <b>51</b>                | <b>44</b>                  | <b>76</b>               | <b>16</b>   |  |
| <b>SWEDEN</b>             |                             |                   |                   |            |                     |                            |                  |                        |                        |                         |                            |                          |                            |                         |             |  |
| GOTEBORG                  | SAS                         | S                 | 124               | 0          | 0                   | 85                         | 7                | 6                      | 2                      | 0                       | 0                          | 7                        | 94                         | 4                       | 124         |  |
| TOTAL GOTEBORG            |                             |                   | <b>124</b>        | <b>0</b>   | <b>0</b>            | <b>85</b>                  | <b>7</b>         | <b>6</b>               | <b>2</b>               | <b>0</b>                | <b>0</b>                   | <b>7</b>                 | <b>94</b>                  | <b>4</b>                | <b>124</b>  |  |
| STOCKHOLM (ARLANDA)       | BRITISH AIRWAYS PLC         | S                 | 356               | 0          | 0                   | 71                         | 15               | 11                     | 3                      | 0                       | 0                          | 13                       | 85                         | 7                       | 346         |  |
|                           | SAS                         | S                 | 354               | 0          | 2                   | 75                         | 11               | 10                     | 4                      | 0                       | 0                          | 12                       | 89                         | 6                       | 383         |  |
| TOTAL STOCKHOLM (ARLANDA) |                             |                   | <b>710</b>        | <b>0</b>   | <b>2</b>            | <b>73</b>                  | <b>13</b>        | <b>10</b>              | <b>4</b>               | <b>0</b>                | <b>0</b>                   | <b>12</b>                | <b>87</b>                  | <b>7</b>                | <b>729</b>  |  |
| TOTAL SWEDEN              |                             |                   | <b>834</b>        | <b>0</b>   | <b>2</b>            | <b>75</b>                  | <b>12</b>        | <b>9</b>               | <b>3</b>               | <b>0</b>                | <b>0</b>                   | <b>12</b>                | <b>88</b>                  | <b>6</b>                | <b>853</b>  |  |
| <b>SWITZERLAND</b>        |                             |                   |                   |            |                     |                            |                  |                        |                        |                         |                            |                          |                            |                         |             |  |
| BASLE MULHOUSE            | SWISS AIRLINES              | S                 | 184               | 0          | 1                   | 85                         | 8                | 5                      | 2                      | 0                       | 0                          | 7                        | 94                         | 4                       | 186         |  |
| TOTAL BASLE MULHOUSE      |                             |                   | <b>184</b>        | <b>0</b>   | <b>1</b>            | <b>85</b>                  | <b>8</b>         | <b>5</b>               | <b>2</b>               | <b>0</b>                | <b>0</b>                   | <b>7</b>                 | <b>94</b>                  | <b>4</b>                | <b>186</b>  |  |
| GENEVA                    | BMI BRITISH MIDLAND         | C                 | 8                 | 0          | 0                   | 50                         | 13               | 38                     | 0                      | 0                       | 0                          | 20                       | 63                         | 16                      | 30          |  |
|                           | BRITISH AIRWAYS PLC         | S                 | 354               | 0          | 0                   | 68                         | 19               | 9                      | 4                      | 0                       | 0                          | 14                       | 70                         | 14                      | 360         |  |
|                           | SWISS AIRLINES              | S                 | 247               | 1          | 0                   | 74                         | 14               | 9                      | 3                      | 0                       | 0                          | 11                       | 82                         | 8                       | 247         |  |
| TOTAL GENEVA              |                             |                   | <b>609</b>        | <b>1</b>   | <b>0</b>            | <b>70</b>                  | <b>17</b>        | <b>9</b>               | <b>4</b>               | <b>0</b>                | <b>0</b>                   | <b>13</b>                | <b>74</b>                  | <b>12</b>               | <b>637</b>  |  |
| SION                      | SWISS AIRLINES              | S                 | 8                 | 0          | 0                   | 0                          | 25               | 50                     | 25                     | 0                       | 0                          | 53                       | 40                         | 23                      | 10          |  |
| TOTAL SION                |                             |                   | <b>8</b>          | <b>0</b>   | <b>0</b>            | <b>0</b>                   | <b>25</b>        | <b>50</b>              | <b>25</b>              | <b>0</b>                | <b>0</b>                   | <b>53</b>                | <b>40</b>                  | <b>23</b>               | <b>10</b>   |  |
| ZURICH                    | BRITISH AIRWAYS PLC         | S                 | 362               | 0          | 0                   | 69                         | 17               | 12                     | 3                      | 0                       | 0                          | 13                       | 78                         | 11                      | 358         |  |
|                           | SWISS AIRLINES              | S                 | 429               | 0          | 2                   | 70                         | 16               | 10                     | 4                      | 0                       | 0                          | 13                       | 81                         | 9                       | 432         |  |
| TOTAL ZURICH              |                             |                   | <b>791</b>        | <b>0</b>   | <b>2</b>            | <b>69</b>                  | <b>16</b>        | <b>11</b>              | <b>4</b>               | <b>0</b>                | <b>0</b>                   | <b>13</b>                | <b>79</b>                  | <b>10</b>               | <b>790</b>  |  |
| TOTAL SWITZERLAND         |                             |                   | <b>1592</b>       | <b>1</b>   | <b>3</b>            | <b>71</b>                  | <b>16</b>        | <b>10</b>              | <b>4</b>               | <b>0</b>                | <b>0</b>                   | <b>13</b>                | <b>79</b>                  | <b>10</b>               | <b>1623</b> |  |
| <b>SYRIA</b>              |                             |                   |                   |            |                     |                            |                  |                        |                        |                         |                            |                          |                            |                         |             |  |
| DAMASCUS                  | BRITISH MEDITERRANEAN AIRWA | S                 | 34                | 4          | 0                   | 53                         | 21               | 21                     | 6                      | 0                       | 0                          | 19                       | 81                         | 8                       | 27          |  |
|                           | SYRIANAIR                   | S                 | 27                | 0          | 0                   | 59                         | 11               | 22                     | 7                      | 0                       | 0                          | 19                       | 67                         | 22                      | 27          |  |
| TOTAL DAMASCUS            |                             |                   | <b>61</b>         | <b>4</b>   | <b>0</b>            | <b>56</b>                  | <b>16</b>        | <b>21</b>              | <b>7</b>               | <b>0</b>                | <b>0</b>                   | <b>19</b>                | <b>74</b>                  | <b>15</b>               | <b>54</b>   |  |
| TOTAL SYRIA               |                             |                   | <b>61</b>         | <b>4</b>   | <b>0</b>            | <b>56</b>                  | <b>16</b>        | <b>21</b>              | <b>7</b>               | <b>0</b>                | <b>0</b>                   | <b>19</b>                | <b>74</b>                  | <b>15</b>               | <b>54</b>   |  |
| <b>TANZANIA</b>           |                             |                   |                   |            |                     |                            |                  |                        |                        |                         |                            |                          |                            |                         |             |  |
| DAR-ES-SALAAM             | BRITISH AIRWAYS PLC         | S                 | 26                | 0          | 0                   | 69                         | 23               | 4                      | 4                      | 0                       | 0                          | 13                       | 56                         | 14                      | 25          |  |
| TOTAL DAR-ES-SALAAM       |                             |                   | <b>26</b>         | <b>0</b>   | <b>0</b>            | <b>69</b>                  | <b>23</b>        | <b>4</b>               | <b>4</b>               | <b>0</b>                | <b>0</b>                   | <b>13</b>                | <b>56</b>                  | <b>14</b>               | <b>25</b>   |  |
| TOTAL TANZANIA            |                             |                   | <b>26</b>         | <b>0</b>   | <b>0</b>            | <b>69</b>                  | <b>23</b>        | <b>4</b>               | <b>4</b>               | <b>0</b>                | <b>0</b>                   | <b>13</b>                | <b>56</b>                  | <b>14</b>               | <b>25</b>   |  |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

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|                                 |                                | Reporting Airport: HEATHROW (Full Analysis) |            |          |           |                            |                     |                  |                  |                        |                        |                         |                            |                          |                            |                         |
|---------------------------------|--------------------------------|---|------------|----------|-----------|----------------------------|---------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                                 |                                | NUMBER OF FLIGHTS                           |            |          |           | PERCENTAGE OF FLIGHTS LATE |                     |                  |                  |                        |                        |                         | MAR 2003                   |                          |                            |                         |
| ORIGIN / DESTINATION            | AIRLINE                        | CHARTER/<br>SCHED                           | MATCHED    |          | UNMATCHED |                            | Early to<br>15 mins | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                                 |                                |   | Actual (7) | Plan (8) |           |                            |                     |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| <b>THAILAND</b>                 |                                |   |            |          |           |                            |                     |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| BANGKOK                         | THAI AIRWAYS INTERNATIONAL     | S   | 108        | 0        | 0         | 79                         | 16                  | 6                | 0                | 0                      | 0                      | 9                       | 49                         | 21                       | 98                         |                         |
| TOTAL BANGKOK                   |                                |   | 108        | 0        | 0         | 79                         | 16                  | 6                | 0                | 0                      | 0                      | 9                       | 49                         | 21                       | 98                         |                         |
| TOTAL THAILAND                  |                                |   | 108        | 0        | 0         | 79                         | 16                  | 6                | 0                | 0                      | 0                      | 9                       | 49                         | 21                       | 98                         |                         |
| <b>TRINIDAD AND TOBAGO</b>      |                                |   |            |          |           |                            |                     |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| PORT OF SPAIN                   | BWIA                           | S   | 70         | 0        | 0         | 49                         | 14                  | 21               | 16               | 0                      | 0                      | 28                      | 37                         | 75                       | 62                         |                         |
| TOTAL PORT OF SPAIN             |                                |   | 70         | 0        | 0         | 49                         | 14                  | 21               | 16               | 0                      | 0                      | 28                      | 37                         | 75                       | 62                         |                         |
| TOTAL TRINIDAD AND TOBAGO       |                                |   | 70         | 0        | 0         | 49                         | 14                  | 21               | 16               | 0                      | 0                      | 28                      | 37                         | 75                       | 62                         |                         |
| <b>TUNISIA</b>                  |                                |   |            |          |           |                            |                     |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| TUNIS                           | TUNISAIR                       | S   | 34         | 0        | 0         | 38                         | 24                  | 15               | 18               | 6                      | 0                      | 46                      | 59                         | 15                       | 32                         |                         |
| TOTAL TUNIS                     |                                |   | 34         | 0        | 0         | 38                         | 24                  | 15               | 18               | 6                      | 0                      | 46                      | 59                         | 15                       | 32                         |                         |
| TOTAL TUNISIA                   |                                |   | 34         | 0        | 0         | 38                         | 24                  | 15               | 18               | 6                      | 0                      | 46                      | 59                         | 15                       | 32                         |                         |
| <b>TURKEY</b>                   |                                |   |            |          |           |                            |                     |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| ISTANBUL                        | BRITISH AIRWAYS PLC            | S   | 124        | 0        | 0         | 75                         | 10                  | 10               | 6                | 0                      | 0                      | 14                      | 85                         | 8                        | 124                        |                         |
|                                 | THY TURK HAVA YOLLARI TURKIS   | S   | 186        | 0        | 0         | 66                         | 16                  | 12               | 6                | 0                      | 0                      | 17                      | 78                         | 9                        | 186                        |                         |
| TOTAL ISTANBUL                  |                                |   | 310        | 0        | 0         | 70                         | 13                  | 11               | 6                | 0                      | 0                      | 15                      | 81                         | 9                        | 310                        |                         |
| IZMIR (ADNAM MENDERES)          | KIBRIS TURKISH AIRLINES - KTHY | S   | 18         | 0        | 0         | 17                         | 17                  | 28               | 39               | 0                      | 0                      | 48                      | 27                         | 31                       | 22                         |                         |
| TOTAL IZMIR (ADNAM MENDERES)    |                                |   | 18         | 0        | 0         | 17                         | 17                  | 28               | 39               | 0                      | 0                      | 48                      | 27                         | 31                       | 22                         |                         |
| TOTAL TURKEY                    |                                |   | 328        | 0        | 0         | 67                         | 13                  | 12               | 8                | 0                      | 0                      | 17                      | 77                         | 10                       | 332                        |                         |
| <b>TURKMENISTAN</b>             |                                |   |            |          |           |                            |                     |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| ASHKHABAD                       | TURKMENISTAN AIRLINES          | S   | 18         | 0        | 0         | 17                         | 28                  | 22               | 33               | 0                      | 0                      | 53                      | 56                         | 23                       | 18                         |                         |
| TOTAL ASHKHABAD                 |                                |   | 18         | 0        | 0         | 17                         | 28                  | 22               | 33               | 0                      | 0                      | 53                      | 56                         | 23                       | 18                         |                         |
| TOTAL TURKMENISTAN              |                                |   | 18         | 0        | 0         | 17                         | 28                  | 22               | 33               | 0                      | 0                      | 53                      | 56                         | 23                       | 18                         |                         |
| <b>TURKS AND CAICOS ISLANDS</b> |                                |   |            |          |           |                            |                     |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| PROVIDENCIALES                  | BRITISH AIRWAYS PLC            | S   | 9          | 0        | 0         | 89                         | 11                  | 0                | 0                | 0                      | 0                      | 5                       | 60                         | 24                       | 10                         |                         |
| TOTAL PROVIDENCIALES            |                                |   | 9          | 0        | 0         | 89                         | 11                  | 0                | 0                | 0                      | 0                      | 5                       | 60                         | 24                       | 10                         |                         |
| TOTAL TURKS AND CAICOS ISLANDS  |                                |   | 9          | 0        | 0         | 89                         | 11                  | 0                | 0                | 0                      | 0                      | 5                       | 60                         | 24                       | 10                         |                         |
| <b>UGANDA</b>                   |                                |   |            |          |           |                            |                     |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| ENTEBBE                         | BRITISH AIRWAYS PLC            | S   | 27         | 0        | 0         | 67                         | 22                  | 7                | 4                | 0                      | 0                      | 14                      | 88                         | 4                        | 26                         |                         |
| TOTAL ENTEBBE                   |                                |   | 27         | 0        | 0         | 67                         | 22                  | 7                | 4                | 0                      | 0                      | 14                      | 88                         | 4                        | 26                         |                         |
| TOTAL UGANDA                    |                                |   | 27         | 0        | 0         | 67                         | 22                  | 7                | 4                | 0                      | 0                      | 14                      | 88                         | 4                        | 26                         |                         |
| <b>UKRAINE</b>                  |                                |   |            |          |           |                            |                     |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| KIEV (BORISPOL)                 | BRITISH AIRWAYS PLC            | S   | 44         | 0        | 0         | 68                         | 11                  | 11               | 9                | 0                      | 0                      | 17                      | 65                         | 12                       | 46                         |                         |
| TOTAL KIEV (BORISPOL)           |                                |   | 44         | 0        | 0         | 68                         | 11                  | 11               | 9                | 0                      | 0                      | 17                      | 65                         | 12                       | 46                         |                         |
| TOTAL UKRAINE                   |                                |   | 44         | 0        | 0         | 68                         | 11                  | 11               | 9                | 0                      | 0                      | 17                      | 65                         | 12                       | 46                         |                         |
| <b>UNITED ARAB EMIRATES</b>     |                                |   |            |          |           |                            |                     |                  |                  |                        |                        |                         |                            |                          |                            |                         |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR MARCH 2004

Reporting Airport: HEATHROW (Full Analysis)

| ORIGIN / DESTINATION                 | AIRLINE                     | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         |                            | MAR 2003                 |                            |                         |
|--------------------------------------|-----------------------------|-------------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                                      |                             |                   | MATCHED           |          | UNMATCHED | Early to<br>15 mins        | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                                      |                             |                   | Actual (7)        | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| ABU DHABI INTERNATIONAL              | ETIHAD AIRWAYS              | S                 | 2                 | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 0                          | 0                        | 0                          | 0                       |
|                                      | GULF AIR                    | S                 | 66                | 0        | 0         | 64                         | 11               | 14               | 12                     | 0                      | 0                       | 23                         | 79                       | 11                         | 63                      |
| <b>TOTAL ABU DHABI INTERNATIONAL</b> |                             |                   | <b>68</b>         | <b>0</b> | <b>0</b>  | <b>65</b>                  | <b>10</b>        | <b>13</b>        | <b>12</b>              | <b>0</b>               | <b>0</b>                | <b>22</b>                  | <b>69</b>                | <b>21</b>                  | <b>86</b>               |
| DUBAI                                | BRITISH AIRWAYS PLC         | S                 | 127               | 0        | 0         | 75                         | 17               | 7                | 1                      | 1                      | 0                       | 12                         | 59                       | 35                         | 63                      |
|                                      | EMIRATES                    | S                 | 193               | 1        | 1         | 63                         | 14               | 9                | 8                      | 6                      | 1                       | 33                         | 76                       | 13                         | 186                     |
| <b>TOTAL DUBAI</b>                   |                             |                   | <b>320</b>        | <b>1</b> | <b>1</b>  | <b>68</b>                  | <b>15</b>        | <b>8</b>         | <b>5</b>               | <b>4</b>               | <b>0</b>                | <b>25</b>                  | <b>72</b>                | <b>19</b>                  | <b>249</b>              |
| <b>TOTAL UNITED ARAB EMIRATES</b>    |                             |                   | <b>388</b>        | <b>1</b> | <b>1</b>  | <b>67</b>                  | <b>14</b>        | <b>9</b>         | <b>6</b>               | <b>3</b>               | <b>0</b>                | <b>24</b>                  | <b>71</b>                | <b>19</b>                  | <b>335</b>              |
| <b>UNITED KINGDOM</b>                |                             |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| ABERDEEN                             | BMI BRITISH MIDLAND         | S                 | 37                | 0        | 0         | 70                         | 24               | 5                | 0                      | 0                      | 0                       | 9                          | 0                        | 0                          | 0                       |
|                                      | BRITISH AIRWAYS PLC         | S                 | 394               | 0        | 0         | 79                         | 12               | 6                | 3                      | 0                      | 0                       | 10                         | 86                       | 7                          | 379                     |
| <b>TOTAL ABERDEEN</b>                |                             |                   | <b>431</b>        | <b>0</b> | <b>0</b>  | <b>78</b>                  | <b>13</b>        | <b>6</b>         | <b>2</b>               | <b>0</b>               | <b>0</b>                | <b>10</b>                  | <b>86</b>                | <b>7</b>                   | <b>379</b>              |
| BELFAST CITY                         | BMI BRITISH MIDLAND         | S                 | 519               | 0        | 1         | 68                         | 14               | 12               | 6                      | 0                      | 0                       | 16                         | 87                       | 9                          | 482                     |
| <b>TOTAL BELFAST CITY</b>            |                             |                   | <b>519</b>        | <b>0</b> | <b>1</b>  | <b>68</b>                  | <b>14</b>        | <b>12</b>        | <b>6</b>               | <b>0</b>               | <b>0</b>                | <b>16</b>                  | <b>87</b>                | <b>9</b>                   | <b>482</b>              |
| EDINBURGH                            | BMI BRITISH MIDLAND         | S                 | 481               | 0        | 1         | 67                         | 11               | 15               | 7                      | 0                      | 0                       | 16                         | 86                       | 7                          | 519                     |
|                                      | BRITISH AIRWAYS PLC         | S                 | 687               | 0        | 1         | 69                         | 17               | 9                | 4                      | 0                      | 0                       | 14                         | 85                       | 7                          | 678                     |
| <b>TOTAL EDINBURGH</b>               |                             |                   | <b>1168</b>       | <b>0</b> | <b>2</b>  | <b>68</b>                  | <b>15</b>        | <b>11</b>        | <b>5</b>               | <b>0</b>               | <b>0</b>                | <b>15</b>                  | <b>86</b>                | <b>7</b>                   | <b>1197</b>             |
| GLASGOW                              | BMI BRITISH MIDLAND         | S                 | 482               | 0        | 2         | 74                         | 12               | 10               | 4                      | 0                      | 0                       | 13                         | 84                       | 8                          | 463                     |
|                                      | BRITISH AIRWAYS PLC         | S                 | 676               | 0        | 0         | 72                         | 13               | 11               | 4                      | 0                      | 0                       | 14                         | 89                       | 7                          | 664                     |
| <b>TOTAL GLASGOW</b>                 |                             |                   | <b>1158</b>       | <b>0</b> | <b>2</b>  | <b>73</b>                  | <b>13</b>        | <b>10</b>        | <b>4</b>               | <b>0</b>               | <b>0</b>                | <b>13</b>                  | <b>87</b>                | <b>7</b>                   | <b>1127</b>             |
| INVERNESS                            | BMI BRITISH MIDLAND         | S                 | 8                 | 0        | 0         | 75                         | 13               | 13               | 0                      | 0                      | 0                       | 11                         | 0                        | 0                          | 0                       |
| <b>TOTAL INVERNESS</b>               |                             |                   | <b>8</b>          | <b>0</b> | <b>0</b>  | <b>75</b>                  | <b>13</b>        | <b>13</b>        | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>11</b>                  | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| LEEDS BRADFORD                       | BMI BRITISH MIDLAND         | S                 | 223               | 0        | 1         | 68                         | 17               | 9                | 6                      | 0                      | 0                       | 15                         | 91                       | 6                          | 218                     |
| <b>TOTAL LEEDS BRADFORD</b>          |                             |                   | <b>223</b>        | <b>0</b> | <b>1</b>  | <b>68</b>                  | <b>17</b>        | <b>9</b>         | <b>6</b>               | <b>0</b>               | <b>0</b>                | <b>15</b>                  | <b>91</b>                | <b>6</b>                   | <b>218</b>              |
| MANCHESTER                           | BMI BRITISH MIDLAND         | S                 | 467               | 0        | 4         | 64                         | 18               | 11               | 6                      | 0                      | 0                       | 16                         | 85                       | 7                          | 468                     |
|                                      | BRITISH AIRWAYS PLC         | S                 | 616               | 0        | 0         | 70                         | 16               | 9                | 5                      | 0                      | 0                       | 14                         | 84                       | 8                          | 598                     |
| <b>TOTAL MANCHESTER</b>              |                             |                   | <b>1083</b>       | <b>0</b> | <b>4</b>  | <b>67</b>                  | <b>17</b>        | <b>10</b>        | <b>5</b>               | <b>0</b>               | <b>0</b>                | <b>15</b>                  | <b>84</b>                | <b>7</b>                   | <b>1066</b>             |
| NEWCASTLE                            | BRITISH AIRWAYS PLC         | S                 | 408               | 0        | 0         | 73                         | 13               | 9                | 4                      | 0                      | 0                       | 14                         | 82                       | 9                          | 358                     |
| <b>TOTAL NEWCASTLE</b>               |                             |                   | <b>408</b>        | <b>0</b> | <b>0</b>  | <b>73</b>                  | <b>13</b>        | <b>9</b>         | <b>4</b>               | <b>0</b>               | <b>0</b>                | <b>14</b>                  | <b>82</b>                | <b>9</b>                   | <b>359</b>              |
| TEESSIDE                             | BMI BRITISH MIDLAND         | S                 | 184               | 0        | 0         | 66                         | 17               | 9                | 7                      | 1                      | 0                       | 19                         | 92                       | 5                          | 184                     |
| <b>TOTAL TEESSIDE</b>                |                             |                   | <b>184</b>        | <b>0</b> | <b>0</b>  | <b>66</b>                  | <b>17</b>        | <b>9</b>         | <b>7</b>               | <b>1</b>               | <b>0</b>                | <b>19</b>                  | <b>92</b>                | <b>5</b>                   | <b>184</b>              |
| <b>TOTAL UNITED KINGDOM</b>          |                             |                   | <b>5182</b>       | <b>0</b> | <b>10</b> | <b>70</b>                  | <b>15</b>        | <b>10</b>        | <b>5</b>               | <b>0</b>               | <b>0</b>                | <b>14</b>                  | <b>86</b>                | <b>7</b>                   | <b>5024</b>             |
| <b>USA</b>                           |                             |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| BALTIMORE                            | BRITISH AIRWAYS PLC         | S                 | 62                | 0        | 0         | 71                         | 10               | 19               | 0                      | 0                      | 0                       | 12                         | 87                       | 7                          | 62                      |
| <b>TOTAL BALTIMORE</b>               |                             |                   | <b>62</b>         | <b>0</b> | <b>0</b>  | <b>71</b>                  | <b>10</b>        | <b>19</b>        | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>12</b>                  | <b>87</b>                | <b>7</b>                   | <b>62</b>               |
| BOSTON                               | AMERICAN AIRLINES           | S                 | 116               | 0        | 0         | 75                         | 16               | 5                | 3                      | 1                      | 0                       | 14                         | 82                       | 12                         | 114                     |
|                                      | BRITISH AIRWAYS PLC         | S                 | 177               | 0        | 1         | 82                         | 12               | 4                | 2                      | 0                      | 0                       | 9                          | 86                       | 12                         | 184                     |
|                                      | VIRGIN ATLANTIC AIRWAYS LTD | S                 | 62                | 0        | 0         | 66                         | 16               | 15               | 3                      | 0                      | 0                       | 16                         | 84                       | 9                          | 62                      |
| <b>TOTAL BOSTON</b>                  |                             |                   | <b>355</b>        | <b>0</b> | <b>1</b>  | <b>77</b>                  | <b>14</b>        | <b>6</b>         | <b>3</b>               | <b>0</b>               | <b>0</b>                | <b>12</b>                  | <b>84</b>                | <b>11</b>                  | <b>360</b>              |
| CHICAGO (O'HARE)                     | AIR INDIA                   | S                 | 27                | 0        | 0         | 52                         | 37               | 7                | 4                      | 0                      | 0                       | 15                         | 78                       | 12                         | 27                      |
|                                      | AMERICAN AIRLINES           | S                 | 248               | 0        | 1         | 74                         | 18               | 5                | 3                      | 0                      | 0                       | 11                         | 86                       | 8                          | 189                     |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR MARCH 2004

Reporting Airport: HEATHROW (Full Analysis)

| ORIGIN / DESTINATION                    | AIRLINE                     | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         |                            | MAR 2003                 |                            |                         |
|---|-----------------------------|-------------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|   |                             |                   | MATCHED           |          | UNMATCHED | Early to<br>15 mins        | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|   |                             |                   | Actual (7)        | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| CHICAGO (O'HARE)                        | BRITISH AIRWAYS PLC         | S                 | 124               | 0        | 0         | 74                         | 13               | 9                | 4                      | 0                      | 0                       | 13                         | 80                       | 23                         | 122                     |
|   | UNITED AIRLINES             | S                 | 186               | 0        | 0         | 72                         | 11               | 12               | 4                      | 1                      | 0                       | 16                         | 89                       | 7                          | 186                     |
| <b>TOTAL CHICAGO (O'HARE)</b>           |                             |                   | <b>585</b>        | <b>0</b> | <b>1</b>  | <b>72</b>                  | <b>16</b>        | <b>8</b>         | <b>4</b>               | <b>0</b>               | <b>0</b>                | <b>13</b>                  | <b>85</b>                | <b>11</b>                  | <b>524</b>              |
| DENVER INTERNATIONAL                    | BRITISH AIRWAYS PLC         | S                 | 61                | 0        | 0         | 79                         | 15               | 5                | 0                      | 0                      | 2                       | 33                         | 70                       | 92                         | 60                      |
| <b>TOTAL DENVER INTERNATIONAL</b>       |                             |                   | <b>61</b>         | <b>0</b> | <b>0</b>  | <b>79</b>                  | <b>15</b>        | <b>5</b>         | <b>0</b>               | <b>0</b>               | <b>2</b>                | <b>33</b>                  | <b>70</b>                | <b>92</b>                  | <b>60</b>               |
| DETROIT                                 | BRITISH AIRWAYS PLC         | S                 | 62                | 0        | 0         | 89                         | 11               | 0                | 0                      | 0                      | 5                       | 85                         | 7                        | 62                         |                         |
| <b>TOTAL DETROIT</b>                    |                             |                   | <b>62</b>         | <b>0</b> | <b>0</b>  | <b>89</b>                  | <b>11</b>        | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>5</b>                | <b>85</b>                  | <b>7</b>                 | <b>62</b>                  |                         |
| HOUSTON                                 | BRITISH AIRWAYS PLC         | S                 | 62                | 0        | 0         | 76                         | 10               | 5                | 10                     | 0                      | 15                      | 92                         | 4                        | 62                         |                         |
| <b>TOTAL HOUSTON</b>                    |                             |                   | <b>62</b>         | <b>0</b> | <b>0</b>  | <b>76</b>                  | <b>10</b>        | <b>5</b>         | <b>10</b>              | <b>0</b>               | <b>15</b>               | <b>92</b>                  | <b>4</b>                 | <b>62</b>                  |                         |
| LOS ANGELES INTERNATIONAL               | AMERICAN AIRLINES           | S                 | 62                | 0        | 0         | 60                         | 29               | 8                | 2                      | 2                      | 0                       | 18                         | 81                       | 8                          | 62                      |
|   | BRITISH AIRWAYS PLC         | S                 | 124               | 0        | 0         | 65                         | 16               | 16               | 2                      | 1                      | 0                       | 16                         | 79                       | 13                         | 124                     |
|   | UNITED AIRLINES             | S                 | 62                | 0        | 0         | 82                         | 11               | 3                | 3                      | 0                      | 0                       | 10                         | 90                       | 5                          | 62                      |
|   | VIRGIN ATLANTIC AIRWAYS LTD | S                 | 69                | 0        | 1         | 39                         | 29               | 22               | 7                      | 3                      | 0                       | 32                         | 78                       | 10                         | 120                     |
| <b>TOTAL LOS ANGELES INTERNATIONAL</b>  |                             |                   | <b>317</b>        | <b>1</b> | <b>1</b>  | <b>62</b>                  | <b>21</b>        | <b>13</b>        | <b>3</b>               | <b>1</b>               | <b>0</b>                | <b>18</b>                  | <b>81</b>                | <b>10</b>                  | <b>368</b>              |
| MIAMI INTERNATIONAL                     | AMERICAN AIRLINES           | S                 | 77                | 0        | 0         | 70                         | 18               | 6                | 4                      | 1                      | 0                       | 16                         | 84                       | 6                          | 109                     |
|   | BRITISH AIRWAYS PLC         | S                 | 124               | 0        | 0         | 63                         | 19               | 12               | 6                      | 1                      | 0                       | 19                         | 76                       | 17                         | 124                     |
|   | VIRGIN ATLANTIC AIRWAYS LTD | S                 | 62                | 0        | 0         | 42                         | 32               | 18               | 8                      | 0                      | 0                       | 26                         | 0                        | 0                          | 0                       |
| <b>TOTAL MIAMI INTERNATIONAL</b>        |                             |                   | <b>263</b>        | <b>0</b> | <b>0</b>  | <b>60</b>                  | <b>22</b>        | <b>12</b>        | <b>6</b>               | <b>1</b>               | <b>0</b>                | <b>20</b>                  | <b>80</b>                | <b>12</b>                  | <b>233</b>              |
| NEW YORK (JF KENNEDY)                   | AIR INDIA                   | S                 | 62                | 0        | 0         | 55                         | 21               | 8                | 13                     | 3                      | 0                       | 35                         | 61                       | 32                         | 62                      |
|   | AMERICAN AIRLINES           | S                 | 357               | 0        | 1         | 71                         | 17               | 6                | 6                      | 1                      | 0                       | 17                         | 84                       | 9                          | 307                     |
|   | BRITISH AIRWAYS PLC         | S                 | 423               | 0        | 1         | 78                         | 10               | 6                | 5                      | 0                      | 0                       | 13                         | 84                       | 11                         | 450                     |
|   | KUWAIT AIRWAYS              | S                 | 26                | 0        | 0         | 50                         | 15               | 15               | 15                     | 4                      | 0                       | 30                         | 56                       | 33                         | 18                      |
|   | UNITED AIRLINES             | S                 | 125               | 0        | 0         | 87                         | 8                | 2                | 2                      | 0                      | 1                       | 15                         | 90                       | 7                          | 115                     |
|   | VIRGIN ATLANTIC AIRWAYS LTD | S                 | 188               | 0        | 0         | 51                         | 23               | 16               | 10                     | 1                      | 0                       | 25                         | 77                       | 13                         | 176                     |
| <b>TOTAL NEW YORK (JF KENNEDY)</b>      |                             |                   | <b>1181</b>       | <b>0</b> | <b>2</b>  | <b>71</b>                  | <b>15</b>        | <b>8</b>         | <b>6</b>               | <b>1</b>               | <b>0</b>                | <b>18</b>                  | <b>82</b>                | <b>12</b>                  | <b>1128</b>             |
| NEW YORK (NEWARK)                       | BRITISH AIRWAYS PLC         | S                 | 166               | 0        | 0         | 77                         | 14               | 5                | 4                      | 1                      | 0                       | 11                         | 86                       | 11                         | 124                     |
|   | VIRGIN ATLANTIC AIRWAYS LTD | S                 | 114               | 0        | 0         | 61                         | 23               | 12               | 4                      | 0                      | 0                       | 17                         | 69                       | 17                         | 108                     |
| <b>TOTAL NEW YORK (NEWARK)</b>          |                             |                   | <b>280</b>        | <b>0</b> | <b>0</b>  | <b>70</b>                  | <b>18</b>        | <b>8</b>         | <b>4</b>               | <b>0</b>               | <b>0</b>                | <b>14</b>                  | <b>81</b>                | <b>12</b>                  | <b>294</b>              |
| PHILADELPHIA INTERNATIONAL              | BRITISH AIRWAYS PLC         | S                 | 124               | 0        | 0         | 85                         | 11               | 2                | 2                      | 0                      | 8                       | 82                         | 23                       | 124                        |                         |
| <b>TOTAL PHILADELPHIA INTERNATIONAL</b> |                             |                   | <b>124</b>        | <b>0</b> | <b>0</b>  | <b>85</b>                  | <b>11</b>        | <b>2</b>         | <b>2</b>               | <b>0</b>               | <b>8</b>                | <b>82</b>                  | <b>23</b>                | <b>124</b>                 |                         |
| PHOENIX                                 | BRITISH AIRWAYS PLC         | S                 | 61                | 0        | 0         | 66                         | 23               | 5                | 3                      | 3                      | 0                       | 21                         | 76                       | 10                         | 62                      |
| <b>TOTAL PHOENIX</b>                    |                             |                   | <b>61</b>         | <b>0</b> | <b>0</b>  | <b>66</b>                  | <b>23</b>        | <b>5</b>         | <b>3</b>               | <b>3</b>               | <b>0</b>                | <b>21</b>                  | <b>76</b>                | <b>10</b>                  | <b>62</b>               |
| SAN FRANCISCO                           | BRITISH AIRWAYS PLC         | S                 | 124               | 0        | 0         | 70                         | 13               | 11               | 5                      | 1                      | 0                       | 17                         | 85                       | 9                          | 116                     |
|   | UNITED AIRLINES             | S                 | 124               | 0        | 0         | 80                         | 14               | 4                | 2                      | 0                      | 0                       | 8                          | 90                       | 6                          | 124                     |
|   | VIRGIN ATLANTIC AIRWAYS LTD | S                 | 62                | 0        | 0         | 42                         | 32               | 18               | 8                      | 0                      | 0                       | 23                         | 66                       | 13                         | 62                      |
| <b>TOTAL SAN FRANCISCO</b>              |                             |                   | <b>310</b>        | <b>0</b> | <b>0</b>  | <b>68</b>                  | <b>17</b>        | <b>10</b>        | <b>5</b>               | <b>0</b>               | <b>0</b>                | <b>15</b>                  | <b>83</b>                | <b>9</b>                   | <b>302</b>              |
| SEATTLE (TACOMA)                        | BRITISH AIRWAYS PLC         | S                 | 62                | 0        | 0         | 71                         | 15               | 10               | 2                      | 2                      | 2                       | 22                         | 87                       | 8                          | 62                      |
| <b>TOTAL SEATTLE (TACOMA)</b>           |                             |                   | <b>62</b>         | <b>0</b> | <b>0</b>  | <b>71</b>                  | <b>15</b>        | <b>10</b>        | <b>2</b>               | <b>2</b>               | <b>2</b>                | <b>22</b>                  | <b>87</b>                | <b>8</b>                   | <b>62</b>               |
| WASHINGTON (DULLES)                     | BRITISH AIRWAYS PLC         | S                 | 186               | 0        | 0         | 84                         | 10               | 4                | 1                      | 1                      | 0                       | 9                          | 80                       | 17                         | 122                     |
|   | UNITED AIRLINES             | S                 | 186               | 0        | 1         | 71                         | 18               | 5                | 5                      | 0                      | 0                       | 14                         | 92                       | 7                          | 186                     |
|   | VIRGIN ATLANTIC AIRWAYS LTD | S                 | 62                | 0        | 0         | 56                         | 19               | 19               | 5                      | 0                      | 0                       | 19                         | 77                       | 11                         | 62                      |
| <b>TOTAL WASHINGTON (DULLES)</b>        |                             |                   | <b>434</b>        | <b>0</b> | <b>1</b>  | <b>75</b>                  | <b>15</b>        | <b>7</b>         | <b>3</b>               | <b>0</b>               | <b>0</b>                | <b>13</b>                  | <b>86</b>                | <b>11</b>                  | <b>370</b>              |



CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR MARCH 2004

Reporting Airport: HEATHROW (Full Analysis)

| ORIGIN / DESTINATION | AIRLINE                     | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |            |          | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         |                            | MAR 2003                 |                            |                         |
|----------------------|-----------------------------|-------------------|-------------------|------------|----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                      |                             |                   | MATCHED           | UNMATCHED  |          | Early to<br>15 mins        | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                      |                             |                   |                   | Actual (7) | Plan (8) |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| TOTAL USA            |                             |                   | 4219              | 1          | 6        | 71                         | 16               | 8                | 4                      | 1                      | 0                       | 16                         | 83                       | 12                         | 4119                    |
| UZBEKISTAN           |                             |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| TASHKENT             | BRITISH MEDITERRANEAN AIRWA | S                 | 26                | 0          | 0        | 46                         | 31               | 12               | 12                     | 0                      | 0                       | 30                         | 50                       | 12                         | 2                       |
|                      | UZBEKISTAN AIRLINES         | S                 | 34                | 0          | 0        | 53                         | 12               | 21               | 9                      | 0                      | 6                       | 62                         | 72                       | 18                         | 36                      |
| TOTAL TASHKENT       |                             |                   | 60                | 0          | 0        | 50                         | 20               | 17               | 10                     | 0                      | 3                       | 48                         | 71                       | 18                         | 38                      |
| TOTAL UZBEKISTAN     |                             |                   | 60                | 0          | 0        | 50                         | 20               | 17               | 10                     | 0                      | 3                       | 48                         | 71                       | 18                         | 38                      |
| ZAMBIA               |                             |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| LUSAKA               | BRITISH AIRWAYS PLC         | S                 | 27                | 0          | 0        | 74                         | 7                | 19               | 0                      | 0                      | 0                       | 10                         | 78                       | 15                         | 18                      |
| TOTAL LUSAKA         |                             |                   | 27                | 0          | 0        | 74                         | 7                | 19               | 0                      | 0                      | 0                       | 10                         | 78                       | 15                         | 18                      |
| TOTAL ZAMBIA         |                             |                   | 27                | 0          | 0        | 74                         | 7                | 19               | 0                      | 0                      | 0                       | 10                         | 78                       | 15                         | 18                      |
| ZIMBABWE             |                             |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| HARARE               | BRITISH AIRWAYS PLC         | S                 | 26                | 0          | 0        | 73                         | 15               | 12               | 0                      | 0                      | 0                       | 11                         | 67                       | 18                         | 18                      |
| TOTAL HARARE         |                             |                   | 26                | 0          | 0        | 73                         | 15               | 12               | 0                      | 0                      | 0                       | 11                         | 67                       | 18                         | 18                      |
| TOTAL ZIMBABWE       |                             |                   | 26                | 0          | 0        | 73                         | 15               | 12               | 0                      | 0                      | 0                       | 11                         | 67                       | 18                         | 18                      |
| TOTAL HEATHROW       |                             |                   | 39225             | 103        | 132      | 69                         | 15               | 10               | 5                      | 0                      | 0                       | 16                         | 81                       | 11                         | 37962                   |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR MARCH 2004

Reporting Airport: LONDON CITY (Full Analysis)

| ORIGIN / DESTINATION                   | AIRLINE                       | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |            |                     | PERCENTAGE OF FLIGHTS LATE |                  |                        |                        |                         |                            |                          | MAR 2003                   |                         |            |
|--|-------------------------------|-------------------|-------------------|------------|---------------------|----------------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|------------|
|  |                               |                   | UNMATCHED         |            | Early to<br>15 mins | 16 to<br>30 mins           | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |            |
|  |                               |                   | MATCHED           | Actual (7) |                     |                            |                  |                        |                        |                         |                            |                          |                            |                         | Plan (8)   |
| <b>BELGIUM</b>                         |                               |                   |                   |            |                     |                            |                  |                        |                        |                         |                            |                          |                            |                         |            |
| ANTWERP                                | VLM (BELGIUM)                 | S                 | 250               | 1          | 4                   | 88                         | 8                | 2                      | 2                      | 0                       | 0                          | 8                        | 95                         | 4                       | 238        |
| <b>TOTAL ANTWERP</b>                   |                               |                   | <b>250</b>        | <b>1</b>   | <b>4</b>            | <b>88</b>                  | <b>8</b>         | <b>2</b>               | <b>2</b>               | <b>0</b>                | <b>0</b>                   | <b>8</b>                 | <b>95</b>                  | <b>4</b>                | <b>238</b> |
| BRUSSELS                               | VLM (BELGIUM)                 | S                 | 297               | 0          | 27                  | 78                         | 15               | 4                      | 2                      | 0                       | 0                          | 9                        | 86                         | 9                       | 217        |
| <b>TOTAL BRUSSELS</b>                  |                               |                   | <b>297</b>        | <b>0</b>   | <b>27</b>           | <b>78</b>                  | <b>15</b>        | <b>4</b>               | <b>2</b>               | <b>0</b>                | <b>0</b>                   | <b>9</b>                 | <b>86</b>                  | <b>9</b>                | <b>217</b> |
| <b>TOTAL BELGIUM</b>                   |                               |                   | <b>547</b>        | <b>1</b>   | <b>31</b>           | <b>83</b>                  | <b>12</b>        | <b>3</b>               | <b>2</b>               | <b>0</b>                | <b>0</b>                   | <b>9</b>                 | <b>90</b>                  | <b>6</b>                | <b>455</b> |
| <b>FRANCE</b>                          |                               |                   |                   |            |                     |                            |                  |                        |                        |                         |                            |                          |                            |                         |            |
| PARIS (CHARLES DE GAULLE)              | CITY JET                      | S                 | 50                | 0          | 0                   | 72                         | 20               | 4                      | 4                      | 0                       | 0                          | 13                       | 73                         | 14                      | 41         |
| <b>TOTAL PARIS (CHARLES DE GAULLE)</b> |                               |                   | <b>50</b>         | <b>0</b>   | <b>0</b>            | <b>72</b>                  | <b>20</b>        | <b>4</b>               | <b>4</b>               | <b>0</b>                | <b>0</b>                   | <b>13</b>                | <b>71</b>                  | <b>13</b>               | <b>49</b>  |
| PARIS (ORLY)                           | CITY JET                      | S                 | 234               | 0          | 0                   | 83                         | 11               | 4                      | 2                      | 0                       | 0                          | 9                        | 86                         | 9                       | 209        |
| <b>TOTAL PARIS (ORLY)</b>              |                               |                   | <b>234</b>        | <b>0</b>   | <b>0</b>            | <b>83</b>                  | <b>11</b>        | <b>4</b>               | <b>2</b>               | <b>0</b>                | <b>0</b>                   | <b>9</b>                 | <b>86</b>                  | <b>9</b>                | <b>209</b> |
| <b>TOTAL FRANCE</b>                    |                               |                   | <b>284</b>        | <b>7</b>   | <b>0</b>            | <b>81</b>                  | <b>13</b>        | <b>4</b>               | <b>2</b>               | <b>0</b>                | <b>0</b>                   | <b>10</b>                | <b>83</b>                  | <b>10</b>               | <b>258</b> |
| <b>GERMANY</b>                         |                               |                   |                   |            |                     |                            |                  |                        |                        |                         |                            |                          |                            |                         |            |
| BREMEN                                 | OLTOSTFRIESISCHE LUFFTRANSP   | S                 | 108               | 0          | 0                   | 94                         | 4                | 0                      | 2                      | 0                       | 0                          | 6                        | 0                          | 0                       | 0          |
| <b>TOTAL BREMEN</b>                    |                               |                   | <b>108</b>        | <b>0</b>   | <b>0</b>            | <b>94</b>                  | <b>4</b>         | <b>0</b>               | <b>2</b>               | <b>0</b>                | <b>0</b>                   | <b>6</b>                 | <b>0</b>                   | <b>0</b>                | <b>0</b>   |
| FRANKFURT MAIN                         | AUGSBURG AIRWAYS GMBH         | S                 | 44                | 0          | 0                   | 73                         | 18               | 5                      | 5                      | 0                       | 0                          | 12                       | 67                         | 13                      | 42         |
|  | BRITISH AIRWAYS CITIEXPRESS L | S                 | 141               | 0          | 0                   | 77                         | 10               | 8                      | 4                      | 1                       | 0                          | 15                       | 75                         | 8                       | 8          |
|  | LUFTHANSA CITY LINE           | S                 | 92                | 0          | 0                   | 76                         | 17               | 4                      | 2                      | 0                       | 0                          | 10                       | 68                         | 12                      | 130        |
| <b>TOTAL FRANKFURT MAIN</b>            |                               |                   | <b>277</b>        | <b>0</b>   | <b>0</b>            | <b>76</b>                  | <b>14</b>        | <b>6</b>               | <b>3</b>               | <b>1</b>                | <b>0</b>                   | <b>13</b>                | <b>68</b>                  | <b>12</b>               | <b>180</b> |
| LEIPZIG                                | CIRRUS LUFTFAHRT              | S                 | 94                | 0          | 6                   | 86                         | 11               | 1                      | 2                      | 0                       | 0                          | 7                        | 100                        | 0                       | 3          |
| <b>TOTAL LEIPZIG</b>                   |                               |                   | <b>94</b>         | <b>0</b>   | <b>6</b>            | <b>86</b>                  | <b>11</b>        | <b>1</b>               | <b>2</b>               | <b>0</b>                | <b>0</b>                   | <b>7</b>                 | <b>100</b>                 | <b>0</b>                | <b>3</b>   |
| <b>TOTAL GERMANY</b>                   |                               |                   | <b>479</b>        | <b>0</b>   | <b>6</b>            | <b>82</b>                  | <b>11</b>        | <b>4</b>               | <b>3</b>               | <b>0</b>                | <b>0</b>                   | <b>10</b>                | <b>76</b>                  | <b>11</b>               | <b>448</b> |
| <b>IRISH REPUBLIC</b>                  |                               |                   |                   |            |                     |                            |                  |                        |                        |                         |                            |                          |                            |                         |            |
| DUBLIN                                 | CITY JET                      | S                 | 292               | 1          | 2                   | 85                         | 10               | 2                      | 3                      | 0                       | 0                          | 8                        | 0                          | 0                       | 0          |
| <b>TOTAL DUBLIN</b>                    |                               |                   | <b>292</b>        | <b>1</b>   | <b>2</b>            | <b>85</b>                  | <b>10</b>        | <b>2</b>               | <b>3</b>               | <b>0</b>                | <b>0</b>                   | <b>8</b>                 | <b>59</b>                  | <b>24</b>               | <b>194</b> |
| <b>TOTAL IRISH REPUBLIC</b>            |                               |                   | <b>292</b>        | <b>1</b>   | <b>2</b>            | <b>85</b>                  | <b>10</b>        | <b>2</b>               | <b>3</b>               | <b>0</b>                | <b>0</b>                   | <b>8</b>                 | <b>59</b>                  | <b>24</b>               | <b>194</b> |
| <b>LUXEMBOURG</b>                      |                               |                   |                   |            |                     |                            |                  |                        |                        |                         |                            |                          |                            |                         |            |
| LUXEMBOURG                             | LUXAIR                        | S                 | 152               | 0          | 2                   | 87                         | 6                | 4                      | 3                      | 0                       | 0                          | 8                        | 0                          | 0                       | 0          |
|  | VLM (BELGIUM)                 | S                 | 149               | 2          | 3                   | 77                         | 15               | 8                      | 0                      | 0                       | 0                          | 11                       | 87                         | 6                       | 141        |
| <b>TOTAL LUXEMBOURG</b>                |                               |                   | <b>301</b>        | <b>2</b>   | <b>5</b>            | <b>82</b>                  | <b>11</b>        | <b>6</b>               | <b>2</b>               | <b>0</b>                | <b>0</b>                   | <b>9</b>                 | <b>87</b>                  | <b>6</b>                | <b>141</b> |
| <b>TOTAL LUXEMBOURG</b>                |                               |                   | <b>301</b>        | <b>2</b>   | <b>5</b>            | <b>82</b>                  | <b>11</b>        | <b>6</b>               | <b>2</b>               | <b>0</b>                | <b>0</b>                   | <b>9</b>                 | <b>87</b>                  | <b>6</b>                | <b>141</b> |
| <b>NETHERLANDS</b>                     |                               |                   |                   |            |                     |                            |                  |                        |                        |                         |                            |                          |                            |                         |            |
| AMSTERDAM                              | KLM CITYHOPPER                | S                 | 303               | 3          | 0                   | 78                         | 14               | 4                      | 4                      | 0                       | 0                          | 11                       | 71                         | 9                       | 14         |
| <b>TOTAL AMSTERDAM</b>                 |                               |                   | <b>303</b>        | <b>3</b>   | <b>0</b>            | <b>78</b>                  | <b>14</b>        | <b>4</b>               | <b>4</b>               | <b>0</b>                | <b>0</b>                   | <b>11</b>                | <b>71</b>                  | <b>17</b>               | <b>284</b> |
| ROTTERDAM                              | VLM (BELGIUM)                 | S                 | 344               | 6          | 4                   | 94                         | 4                | 1                      | 1                      | 0                       | 0                          | 4                        | 90                         | 4                       | 292        |
| <b>TOTAL ROTTERDAM</b>                 |                               |                   | <b>344</b>        | <b>6</b>   | <b>4</b>            | <b>94</b>                  | <b>4</b>         | <b>1</b>               | <b>1</b>               | <b>0</b>                | <b>0</b>                   | <b>4</b>                 | <b>90</b>                  | <b>4</b>                | <b>292</b> |
| <b>TOTAL NETHERLANDS</b>               |                               |                   | <b>647</b>        | <b>9</b>   | <b>4</b>            | <b>86</b>                  | <b>9</b>         | <b>2</b>               | <b>2</b>               | <b>0</b>                | <b>0</b>                   | <b>7</b>                 | <b>81</b>                  | <b>10</b>               | <b>576</b> |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR MARCH 2004

Reporting Airport: LONDON CITY (Full Analysis)

| ORIGIN / DESTINATION        | AIRLINE                       | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |           |            | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         |                            | MAR 2003                 |                            |                         |  |
|-----------------------------|-------------------------------|-------------------|-------------------|-----------|------------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|--|
|                             |                               |                   | MATCHED           |           | UNMATCHED  | Early to<br>15 mins        | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |  |
|                             |                               |                   | Actual (7)        | Plan (8)  |            |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |  |
| <b>SWITZERLAND</b>          |                               |                   |                   |           |            |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |  |
| GENEVA                      | BRITISH AIRWAYS CITIEXPRESS L | S                 | 152               | 0         | 0          | 64                         | 18               | 11               | 6                      | 0                      | 1                       | 18                         | 0                        | 0                          | 0                       |  |
| <b>TOTAL GENEVA</b>         |                               |                   | <b>152</b>        | <b>3</b>  | <b>0</b>   | <b>64</b>                  | <b>18</b>        | <b>11</b>        | <b>6</b>               | <b>0</b>               | <b>1</b>                | <b>18</b>                  | <b>80</b>                | <b>12</b>                  | 196                     |  |
| ZURICH                      | SWISS AIRLINES                | S                 | 207               | 0         | 1          | 71                         | 20               | 8                | 1                      | 0                      | 0                       | 12                         | 67                       | 16                         | 348                     |  |
| <b>TOTAL ZURICH</b>         |                               |                   | <b>207</b>        | <b>1</b>  | <b>1</b>   | <b>71</b>                  | <b>20</b>        | <b>8</b>         | <b>1</b>               | <b>0</b>               | <b>0</b>                | <b>12</b>                  | <b>67</b>                | <b>16</b>                  | 348                     |  |
| <b>TOTAL SWITZERLAND</b>    |                               |                   | <b>359</b>        | <b>4</b>  | <b>1</b>   | <b>68</b>                  | <b>19</b>        | <b>9</b>         | <b>3</b>               | <b>0</b>               | <b>0</b>                | <b>15</b>                  | <b>76</b>                | <b>12</b>                  | 688                     |  |
| <b>UNITED KINGDOM</b>       |                               |                   |                   |           |            |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |  |
| BELFAST CITY                | FLYBE.BRITISH EUROPEAN        | S                 | 94                | 0         | 6          | 88                         | 9                | 1                | 1                      | 1                      | 0                       | 8                          | 83                       | 16                         | 187                     |  |
| <b>TOTAL BELFAST CITY</b>   |                               |                   | <b>94</b>         | <b>0</b>  | <b>6</b>   | <b>88</b>                  | <b>9</b>         | <b>1</b>         | <b>1</b>               | <b>1</b>               | <b>0</b>                | <b>8</b>                   | <b>83</b>                | <b>16</b>                  | 187                     |  |
| DUNDEE                      | SCOT AIRWAYS                  | S                 | 219               | 3         | 19         | 71                         | 18               | 8                | 2                      | 0                      | 0                       | 12                         | 76                       | 16                         | 215                     |  |
| <b>TOTAL DUNDEE</b>         |                               |                   | <b>219</b>        | <b>3</b>  | <b>19</b>  | <b>71</b>                  | <b>18</b>        | <b>8</b>         | <b>2</b>               | <b>0</b>               | <b>0</b>                | <b>12</b>                  | <b>76</b>                | <b>16</b>                  | 215                     |  |
| EDINBURGH                   | BRITISH AIRWAYS CITIEXPRESS L | S                 | 143               | 0         | 0          | 71                         | 10               | 8                | 10                     | 1                      | 0                       | 20                         | 0                        | 0                          | 0                       |  |
|                             | SCOT AIRWAYS                  | S                 | 437               | 0         | 17         | 82                         | 13               | 4                | 1                      | 0                      | 0                       | 9                          | 76                       | 12                         | 442                     |  |
| <b>TOTAL EDINBURGH</b>      |                               |                   | <b>580</b>        | <b>2</b>  | <b>17</b>  | <b>79</b>                  | <b>12</b>        | <b>5</b>         | <b>3</b>               | <b>0</b>               | <b>0</b>                | <b>12</b>                  | <b>76</b>                | <b>12</b>                  | 442                     |  |
| ISLE OF MAN                 | FLYBE.BRITISH EUROPEAN        | S                 | 52                | 0         | 2          | 96                         | 0                | 2                | 2                      | 0                      | 0                       | 4                          | 92                       | 6                          | 62                      |  |
| <b>TOTAL ISLE OF MAN</b>    |                               |                   | <b>52</b>         | <b>0</b>  | <b>2</b>   | <b>96</b>                  | <b>0</b>         | <b>2</b>         | <b>2</b>               | <b>0</b>               | <b>0</b>                | <b>4</b>                   | <b>92</b>                | <b>6</b>                   | 62                      |  |
| JERSEY                      | FLYBE.BRITISH EUROPEAN        | S                 | 148               | 0         | 14         | 92                         | 3                | 3                | 2                      | 1                      | 0                       | 7                          | 86                       | 7                          | 134                     |  |
| <b>TOTAL JERSEY</b>         |                               |                   | <b>148</b>        | <b>0</b>  | <b>14</b>  | <b>92</b>                  | <b>3</b>         | <b>3</b>         | <b>2</b>               | <b>1</b>               | <b>0</b>                | <b>7</b>                   | <b>86</b>                | <b>7</b>                   | 134                     |  |
| LIVERPOOL                   | VLM (BELGIUM)                 | S                 | 244               | 2         | 8          | 86                         | 7                | 3                | 4                      | 0                      | 0                       | 8                          | 0                        | 0                          | 0                       |  |
| <b>TOTAL LIVERPOOL</b>      |                               |                   | <b>244</b>        | <b>2</b>  | <b>8</b>   | <b>86</b>                  | <b>7</b>         | <b>3</b>         | <b>4</b>               | <b>0</b>               | <b>0</b>                | <b>8</b>                   | <b>0</b>                 | <b>0</b>                   | 0                       |  |
| MANCHESTER                  | VLM (BELGIUM)                 | S                 | 412               | 4         | 10         | 88                         | 4                | 4                | 3                      | 0                      | 0                       | 8                          | 94                       | 4                          | 228                     |  |
| <b>TOTAL MANCHESTER</b>     |                               |                   | <b>412</b>        | <b>4</b>  | <b>10</b>  | <b>88</b>                  | <b>4</b>         | <b>4</b>         | <b>3</b>               | <b>0</b>               | <b>0</b>                | <b>8</b>                   | <b>94</b>                | <b>4</b>                   | 228                     |  |
| SWANSEA                     | AIR WALES LTD                 | S                 | 59                | 40        | 17         | 81                         | 8                | 5                | 5                      | 0                      | 0                       | 13                         | 0                        | 0                          | 0                       |  |
| <b>TOTAL SWANSEA</b>        |                               |                   | <b>59</b>         | <b>40</b> | <b>17</b>  | <b>81</b>                  | <b>8</b>         | <b>5</b>         | <b>5</b>               | <b>0</b>               | <b>0</b>                | <b>13</b>                  | <b>0</b>                 | <b>0</b>                   | 0                       |  |
| <b>TOTAL UNITED KINGDOM</b> |                               |                   | <b>1808</b>       | <b>52</b> | <b>93</b>  | <b>83</b>                  | <b>9</b>         | <b>4</b>         | <b>3</b>               | <b>0</b>               | <b>0</b>                | <b>10</b>                  | <b>82</b>                | <b>11</b>                  | 1268                    |  |
| <b>TOTAL LONDON CITY</b>    |                               |                   | <b>4717</b>       | <b>81</b> | <b>142</b> | <b>82</b>                  | <b>11</b>        | <b>4</b>         | <b>3</b>               | <b>0</b>               | <b>0</b>                | <b>10</b>                  | <b>80</b>                | <b>11</b>                  | 4028                    |  |

## CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR MARCH 2004

Reporting Airport: LUTON (Full Analysis)

| ORIGIN / DESTINATION                   | AIRLINE                     | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         |                            | MAR 2003                 |                            |                         |
|--|-----------------------------|-------------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|  |                             |                   | MATCHED           |          | UNMATCHED | Early to<br>15 mins        | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|  |                             |                   | Actual (7)        | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| <b>AUSTRIA</b>                         |                             |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| INNSBRUCK                              | AUSTRIAN AIRLINES           | C                 | 3                 | 0        | 0         | 33                         | 67               | 0                | 0                      | 0                      | 0                       | 19                         | 0                        | 0                          | 0                       |
| <b>TOTAL INNSBRUCK</b>                 |                             |                   | <b>3</b>          | <b>0</b> | <b>0</b>  | <b>33</b>                  | <b>67</b>        | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>19</b>                  | <b>40</b>                | <b>39</b>                  | <b>5</b>                |
| SALZBURG                               | BRITANNIA AIRWAYS           | C                 | 3                 | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 2                          | 100                      | 0                          | 5                       |
| <b>TOTAL SALZBURG</b>                  |                             |                   | <b>3</b>          | <b>0</b> | <b>0</b>  | <b>100</b>                 | <b>0</b>         | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>2</b>                   | <b>100</b>               | <b>0</b>                   | <b>5</b>                |
| <b>TOTAL AUSTRIA</b>                   |                             |                   | <b>6</b>          | <b>0</b> | <b>0</b>  | <b>67</b>                  | <b>33</b>        | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>11</b>                  | <b>70</b>                | <b>20</b>                  | <b>10</b>               |
| <b>CYPRUS</b>                          |                             |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| LARNACA                                | HELIOS AIRWAYS LTD          | S                 | 37                | 0        | 0         | 73                         | 14               | 8                | 5                      | 0                      | 0                       | 13                         | 83                       | 6                          | 41                      |
| <b>TOTAL LARNACA</b>                   |                             |                   | <b>37</b>         | <b>0</b> | <b>0</b>  | <b>73</b>                  | <b>14</b>        | <b>8</b>         | <b>5</b>               | <b>0</b>               | <b>0</b>                | <b>13</b>                  | <b>83</b>                | <b>6</b>                   | <b>41</b>               |
| PAPHOS                                 | BRITANNIA AIRWAYS           | C                 | 14                | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 3                          | 89                       | 5                          | 18                      |
|  | HELIOS AIRWAYS LTD          | S                 | 9                 | 0        | 0         | 78                         | 0                | 0                | 22                     | 0                      | 0                       | 28                         | 100                      | 8                          | 3                       |
| <b>TOTAL PAPHOS</b>                    |                             |                   | <b>23</b>         | <b>0</b> | <b>0</b>  | <b>91</b>                  | <b>0</b>         | <b>0</b>         | <b>9</b>               | <b>0</b>               | <b>0</b>                | <b>13</b>                  | <b>90</b>                | <b>5</b>                   | <b>21</b>               |
| <b>TOTAL CYPRUS</b>                    |                             |                   | <b>60</b>         | <b>0</b> | <b>0</b>  | <b>80</b>                  | <b>8</b>         | <b>5</b>         | <b>7</b>               | <b>0</b>               | <b>0</b>                | <b>13</b>                  | <b>85</b>                | <b>6</b>                   | <b>62</b>               |
| <b>CZECH REPUBLIC</b>                  |                             |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| PRAGUE                                 | ASTRAEUS LTD                | C                 | 2                 | 0        | 0         | 50                         | 50               | 0                | 0                      | 0                      | 0                       | 10                         | 0                        | 0                          | 0                       |
|  | CSA                         | C                 | 2                 | 0        | 0         | 0                          | 0                | 100              | 0                      | 0                      | 0                       | 47                         | 0                        | 0                          | 0                       |
| <b>TOTAL PRAGUE</b>                    |                             |                   | <b>4</b>          | <b>0</b> | <b>0</b>  | <b>25</b>                  | <b>25</b>        | <b>50</b>        | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>28</b>                  | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| <b>TOTAL CZECH REPUBLIC</b>            |                             |                   | <b>4</b>          | <b>0</b> | <b>0</b>  | <b>25</b>                  | <b>25</b>        | <b>50</b>        | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>28</b>                  | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| <b>FRANCE</b>                          |                             |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| NICE                                   | EASYJET AIRLINE COMPANY LTD | S                 | 197               | 0        | 1         | 73                         | 10               | 11               | 6                      | 0                      | 0                       | 14                         | 72                       | 15                         | 189                     |
| <b>TOTAL NICE</b>                      |                             |                   | <b>197</b>        | <b>0</b> | <b>1</b>  | <b>73</b>                  | <b>10</b>        | <b>11</b>        | <b>6</b>               | <b>0</b>               | <b>0</b>                | <b>14</b>                  | <b>72</b>                | <b>15</b>                  | <b>189</b>              |
| PARIS (CHARLES DE GAULLE)              | EASYJET AIRLINE COMPANY LTD | S                 | 276               | 0        | 0         | 81                         | 12               | 5                | 1                      | 1                      | 0                       | 9                          | 84                       | 11                         | 289                     |
| <b>TOTAL PARIS (CHARLES DE GAULLE)</b> |                             |                   | <b>276</b>        | <b>0</b> | <b>0</b>  | <b>81</b>                  | <b>12</b>        | <b>5</b>         | <b>1</b>               | <b>1</b>               | <b>0</b>                | <b>9</b>                   | <b>84</b>                | <b>11</b>                  | <b>289</b>              |
| <b>TOTAL FRANCE</b>                    |                             |                   | <b>474</b>        | <b>5</b> | <b>1</b>  | <b>78</b>                  | <b>11</b>        | <b>7</b>         | <b>3</b>               | <b>0</b>               | <b>0</b>                | <b>11</b>                  | <b>79</b>                | <b>12</b>                  | <b>486</b>              |
| <b>GERMANY</b>                         |                             |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| HANOVER                                | BRITANNIA AIRWAYS           | C                 | 14                | 0        | 0         | 86                         | 7                | 7                | 0                      | 0                      | 0                       | 8                          | 0                        | 0                          | 0                       |
| <b>TOTAL HANOVER</b>                   |                             |                   | <b>14</b>         | <b>0</b> | <b>0</b>  | <b>86</b>                  | <b>7</b>         | <b>7</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>8</b>                   | <b>88</b>                | <b>9</b>                   | <b>17</b>               |
| STUTT GART                             | CORSAIR                     | C                 | 4                 | 0        | 0         | 0                          | 0                | 25               | 75                     | 0                      | 0                       | 63                         | 0                        | 0                          | 0                       |
| <b>TOTAL STUTT GART</b>                |                             |                   | <b>4</b>          | <b>2</b> | <b>0</b>  | <b>0</b>                   | <b>0</b>         | <b>25</b>        | <b>75</b>              | <b>0</b>               | <b>0</b>                | <b>63</b>                  | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| <b>TOTAL GERMANY</b>                   |                             |                   | <b>18</b>         | <b>3</b> | <b>0</b>  | <b>67</b>                  | <b>6</b>         | <b>11</b>        | <b>17</b>              | <b>0</b>               | <b>0</b>                | <b>20</b>                  | <b>94</b>                | <b>3</b>                   | <b>197</b>              |
| <b>GIBRALTAR</b>                       |                             |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| GIBRALTAR                              | MONARCH AIRLINES            | S                 | 44                | 2        | 2         | 80                         | 14               | 5                | 2                      | 0                      | 0                       | 8                          | 83                       | 13                         | 41                      |
| <b>TOTAL GIBRALTAR</b>                 |                             |                   | <b>44</b>         | <b>2</b> | <b>2</b>  | <b>80</b>                  | <b>14</b>        | <b>5</b>         | <b>2</b>               | <b>0</b>               | <b>0</b>                | <b>8</b>                   | <b>83</b>                | <b>13</b>                  | <b>41</b>               |
| <b>TOTAL GIBRALTAR</b>                 |                             |                   | <b>44</b>         | <b>2</b> | <b>2</b>  | <b>80</b>                  | <b>14</b>        | <b>5</b>         | <b>2</b>               | <b>0</b>               | <b>0</b>                | <b>8</b>                   | <b>83</b>                | <b>13</b>                  | <b>41</b>               |
| <b>GREECE</b>                          |                             |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| ATHENS                                 | EASYJET AIRLINE COMPANY LTD | S                 | 124               | 0        | 0         | 94                         | 3                | 2                | 1                      | 0                      | 0                       | 4                          | 80                       | 9                          | 124                     |
| <b>TOTAL ATHENS</b>                    |                             |                   | <b>124</b>        | <b>3</b> | <b>0</b>  | <b>94</b>                  | <b>3</b>         | <b>2</b>         | <b>1</b>               | <b>0</b>               | <b>0</b>                | <b>4</b>                   | <b>80</b>                | <b>9</b>                   | <b>124</b>              |

## CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR MARCH 2004

Reporting Airport: LUTON (Full Analysis)

| ORIGIN / DESTINATION              | AIRLINE                     | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |            |          | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         |                            | MAR 2003                 |                            |                         |
|-----------------------------------|-----------------------------|-------------------|-------------------|------------|----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                                   |                             |                   | MATCHED           | UNMATCHED  |          | Early to<br>15 mins        | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                                   |                             |                   |                   | Actual (7) | Plan (8) |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| TOTAL GREECE                      |                             |                   | 124               | 3          | 0        | 94                         | 3                | 2                | 1                      | 0                      | 0                       | 4                          | 80                       | 9                          | 124                     |
| IRISH REPUBLIC                    |                             |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| DUBLIN                            | RYANAIR                     | S                 | 301               | 3          | 1        | 96                         | 3                | 1                | 0                      | 0                      | 0                       | 2                          | 90                       | 8                          | 308                     |
| TOTAL DUBLIN                      |                             |                   | 301               | 3          | 1        | 96                         | 3                | 1                | 0                      | 0                      | 0                       | 2                          | 90                       | 8                          | 308                     |
| GALWAY                            | AER ARRAN                   | S                 | 62                | 0          | 0        | 92                         | 5                | 0                | 3                      | 0                      | 0                       | 5                          | 87                       | 14                         | 62                      |
| TOTAL GALWAY                      |                             |                   | 62                | 0          | 0        | 92                         | 5                | 0                | 3                      | 0                      | 0                       | 5                          | 87                       | 14                         | 62                      |
| WATERFORD                         | AER ARRAN                   | S                 | 62                | 0          | 0        | 95                         | 5                | 0                | 0                      | 0                      | 0                       | 2                          | 0                        | 0                          | 0                       |
| TOTAL WATERFORD                   |                             |                   | 62                | 0          | 0        | 95                         | 5                | 0                | 0                      | 0                      | 0                       | 2                          | 0                        | 0                          | 0                       |
| TOTAL IRISH REPUBLIC              |                             |                   | 425               | 5          | 1        | 95                         | 3                | 1                | 1                      | 0                      | 0                       | 3                          | 89                       | 9                          | 370                     |
| ITALY                             |                             |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| BERGAMO                           | RYANAIR                     | S                 | 124               | 0          | 0        | 94                         | 6                | 0                | 1                      | 0                      | 0                       | 4                          | 82                       | 9                          | 122                     |
| TOTAL BERGAMO                     |                             |                   | 124               | 0          | 0        | 94                         | 6                | 0                | 1                      | 0                      | 0                       | 4                          | 82                       | 9                          | 122                     |
| CAGLIARI (ELMAS)                  | VOLARE AIRLINES             | S                 | 24                | 0          | 0        | 13                         | 29               | 42               | 17                     | 0                      | 0                       | 42                         | 0                        | 0                          | 0                       |
| TOTAL CAGLIARI (ELMAS)            |                             |                   | 24                | 0          | 0        | 13                         | 29               | 42               | 17                     | 0                      | 0                       | 42                         | 0                        | 0                          | 0                       |
| VENICE                            | VOLARE AIRLINES             | S                 | 10                | 0          | 0        | 80                         | 20               | 0                | 0                      | 0                      | 0                       | 9                          | 0                        | 0                          | 0                       |
| TOTAL VENICE                      |                             |                   | 10                | 1          | 0        | 80                         | 20               | 0                | 0                      | 0                      | 0                       | 9                          | 0                        | 0                          | 0                       |
| TOTAL ITALY                       |                             |                   | 158               | 8          | 0        | 80                         | 10               | 6                | 3                      | 0                      | 0                       | 10                         | 81                       | 9                          | 124                     |
| NETHERLANDS                       |                             |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| AMSTERDAM                         | EASYJET AIRLINE COMPANY LTD | S                 | 330               | 0          | 0        | 75                         | 14               | 8                | 3                      | 0                      | 0                       | 12                         | 81                       | 12                         | 330                     |
| TOTAL AMSTERDAM                   |                             |                   | 330               | 0          | 0        | 75                         | 14               | 8                | 3                      | 0                      | 0                       | 12                         | 81                       | 12                         | 330                     |
| TOTAL NETHERLANDS                 |                             |                   | 330               | 1          | 0        | 75                         | 14               | 8                | 3                      | 0                      | 0                       | 12                         | 81                       | 12                         | 330                     |
| POLAND                            |                             |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| KRAKOW                            | BRITANNIA AIRWAYS           | C                 | 2                 | 0          | 0        | 0                          | 50               | 0                | 50                     | 0                      | 0                       | 50                         | 0                        | 0                          | 0                       |
| TOTAL KRAKOW                      |                             |                   | 2                 | 0          | 0        | 0                          | 50               | 0                | 50                     | 0                      | 0                       | 50                         | 0                        | 0                          | 0                       |
| TOTAL POLAND                      |                             |                   | 2                 | 0          | 0        | 0                          | 50               | 0                | 50                     | 0                      | 0                       | 50                         | 0                        | 0                          | 0                       |
| PORTUGAL(EXCLUDING MADEIRA)       |                             |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| FARO                              | EASYJET AIRLINE COMPANY LTD | S                 | 70                | 0          | 0        | 90                         | 6                | 1                | 3                      | 0                      | 0                       | 6                          | 0                        | 0                          | 0                       |
|                                   | MONARCH AIRLINES            | S                 | 16                | 0          | 0        | 75                         | 25               | 0                | 0                      | 0                      | 0                       | 7                          | 83                       | 6                          | 18                      |
| TOTAL FARO                        |                             |                   | 87                | 0          | 0        | 86                         | 9                | 2                | 2                      | 0                      | 0                       | 7                          | 83                       | 6                          | 18                      |
| TOTAL PORTUGAL(EXCLUDING MADEIRA) |                             |                   | 87                | 0          | 0        | 86                         | 9                | 2                | 2                      | 0                      | 0                       | 7                          | 83                       | 6                          | 18                      |
| PORTUGAL(MADEIRA)                 |                             |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| FUNCHAL                           | BRITANNIA AIRWAYS           | C                 | 10                | 0          | 0        | 80                         | 20               | 0                | 0                      | 0                      | 0                       | 8                          | 0                        | 0                          | 0                       |
| TOTAL FUNCHAL                     |                             |                   | 10                | 0          | 0        | 80                         | 20               | 0                | 0                      | 0                      | 0                       | 8                          | 30                       | 88                         | 10                      |
| TOTAL PORTUGAL(MADEIRA)           |                             |                   | 10                | 0          | 0        | 80                         | 20               | 0                | 0                      | 0                      | 0                       | 8                          | 30                       | 88                         | 10                      |
| SPAIN                             |                             |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| ALICANTE                          | BRITANNIA AIRWAYS           | C                 | 10                | 0          | 0        | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 1                          | 75                       | 6                          | 8                       |
|                                   | EASYJET AIRLINE COMPANY LTD | S                 | 119               | 6          | 12       | 72                         | 15               | 8                | 4                      | 0                      | 0                       | 15                         | 100                      | 8                          | 4                       |

## CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR MARCH 2004

Reporting Airport: LUTON (Full Analysis)

| ORIGIN / DESTINATION                   | AIRLINE                     | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |           |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         |                            | MAR 2003                 |                            |                         |
|--|-----------------------------|-------------------|-------------------|-----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|  |                             |                   | MATCHED           |           | UNMATCHED | Early to<br>15 mins        | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|  |                             |                   | Actual (7)        | Plan (8)  |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| ALICANTE                               | MONARCH AIRLINES            | S                 | 62                | 0         | 0         | 66                         | 13               | 15               | 6                      | 0                      | 0                       | 16                         | 77                       | 8                          | 62                      |
| <b>TOTAL ALICANTE</b>                  |                             |                   | <b>191</b>        | <b>6</b>  | <b>12</b> | <b>72</b>                  | <b>14</b>        | <b>10</b>        | <b>5</b>               | <b>0</b>               | <b>0</b>                | <b>15</b>                  | <b>78</b>                | <b>8</b>                   | <b>74</b>               |
| BARCELONA                              | EASYJET AIRLINE COMPANY LTD | S                 | 191               | 1         | 3         | 80                         | 10               | 7                | 3                      | 0                      | 1                       | 13                         | 85                       | 10                         | 196                     |
| <b>TOTAL BARCELONA</b>                 |                             |                   | <b>191</b>        | <b>2</b>  | <b>3</b>  | <b>80</b>                  | <b>10</b>        | <b>7</b>         | <b>3</b>               | <b>0</b>               | <b>1</b>                | <b>13</b>                  | <b>85</b>                | <b>10</b>                  | <b>196</b>              |
| MADRID                                 | EASYJET AIRLINE COMPANY LTD | S                 | 124               | 0         | 0         | 88                         | 7                | 2                | 2                      | 0                      | 0                       | 7                          | 80                       | 14                         | 123                     |
| <b>TOTAL MADRID</b>                    |                             |                   | <b>124</b>        | <b>0</b>  | <b>0</b>  | <b>88</b>                  | <b>7</b>         | <b>2</b>         | <b>2</b>               | <b>0</b>               | <b>0</b>                | <b>7</b>                   | <b>80</b>                | <b>14</b>                  | <b>123</b>              |
| MAHON                                  | MONARCH AIRLINES            | S                 | 20                | 0         | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 1                          | 100                      | 3                          | 20                      |
| <b>TOTAL MAHON</b>                     |                             |                   | <b>20</b>         | <b>0</b>  | <b>0</b>  | <b>100</b>                 | <b>0</b>         | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>1</b>                   | <b>100</b>               | <b>3</b>                   | <b>20</b>               |
| MALAGA                                 | BRITANNIA AIRWAYS           | C                 | 8                 | 0         | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 0                          | 100                      | 4                          | 10                      |
|  | EASYJET AIRLINE COMPANY LTD | S                 | 131               | 6         | 4         | 77                         | 12               | 5                | 5                      | 0                      | 0                       | 13                         | 77                       | 11                         | 127                     |
|  | MONARCH AIRLINES            | S                 | 70                | 0         | 0         | 73                         | 11               | 10               | 6                      | 0                      | 0                       | 14                         | 77                       | 8                          | 69                      |
| <b>TOTAL MALAGA</b>                    |                             |                   | <b>210</b>        | <b>8</b>  | <b>4</b>  | <b>77</b>                  | <b>11</b>        | <b>7</b>         | <b>5</b>               | <b>0</b>               | <b>0</b>                | <b>13</b>                  | <b>78</b>                | <b>10</b>                  | <b>206</b>              |
| PALMA DE MALLORCA                      | BRITANNIA AIRWAYS           | C                 | 3                 | 0         | 0         | 67                         | 33               | 0                | 0                      | 0                      | 0                       | 9                          | 67                       | 17                         | 9                       |
|  | EASYJET AIRLINE COMPANY LTD | S                 | 70                | 1         | 0         | 89                         | 4                | 6                | 1                      | 0                      | 0                       | 7                          | 88                       | 7                          | 66                      |
| <b>TOTAL PALMA DE MALLORCA</b>         |                             |                   | <b>73</b>         | <b>2</b>  | <b>0</b>  | <b>88</b>                  | <b>5</b>         | <b>5</b>         | <b>1</b>               | <b>0</b>               | <b>0</b>                | <b>7</b>                   | <b>85</b>                | <b>8</b>                   | <b>75</b>               |
| VIGO                                   | AIR EUROPA                  | C                 | 2                 | 0         | 0         | 0                          | 0                | 0                | 100                    | 0                      | 0                       | 65                         | 0                        | 0                          | 0                       |
| <b>TOTAL VIGO</b>                      |                             |                   | <b>2</b>          | <b>0</b>  | <b>0</b>  | <b>0</b>                   | <b>0</b>         | <b>0</b>         | <b>100</b>             | <b>0</b>               | <b>0</b>                | <b>65</b>                  | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| <b>TOTAL SPAIN</b>                     |                             |                   | <b>811</b>        | <b>26</b> | <b>19</b> | <b>79</b>                  | <b>10</b>        | <b>7</b>         | <b>4</b>               | <b>0</b>               | <b>0</b>                | <b>12</b>                  | <b>82</b>                | <b>10</b>                  | <b>698</b>              |
| <b>SPAIN(CANARY ISLANDS)</b>           |                             |                   |                   |           |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| ARRECIFE                               | BRITANNIA AIRWAYS           | C                 | 9                 | 0         | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 5                          | 90                       | 5                          | 10                      |
|  | FIRST CHOICE AIRWAYS LTD    | C                 | 8                 | 0         | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 1                          | 0                        | 0                          | 0                       |
|  | MONARCH AIRLINES            | C                 | 8                 | 0         | 0         | 75                         | 0                | 0                | 25                     | 0                      | 0                       | 32                         | 88                       | 139                        | 8                       |
| <b>TOTAL ARRECIFE</b>                  |                             |                   | <b>25</b>         | <b>0</b>  | <b>0</b>  | <b>92</b>                  | <b>0</b>         | <b>0</b>         | <b>8</b>               | <b>0</b>               | <b>0</b>                | <b>12</b>                  | <b>89</b>                | <b>65</b>                  | <b>18</b>               |
| FUERTEVENTURA                          | BRITANNIA AIRWAYS           | C                 | 9                 | 1         | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 0                          | 100                      | 4                          | 8                       |
|  | FIRST CHOICE AIRWAYS LTD    | C                 | 9                 | 1         | 0         | 89                         | 11               | 0                | 0                      | 0                      | 0                       | 5                          | 100                      | 2                          | 8                       |
| <b>TOTAL FUERTEVENTURA</b>             |                             |                   | <b>18</b>         | <b>2</b>  | <b>0</b>  | <b>94</b>                  | <b>6</b>         | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>3</b>                   | <b>100</b>               | <b>3</b>                   | <b>16</b>               |
| LAS PALMAS                             | BRITANNIA AIRWAYS           | C                 | 18                | 0         | 0         | 72                         | 11               | 6                | 11                     | 0                      | 0                       | 24                         | 100                      | 0                          | 8                       |
|  | MONARCH AIRLINES            | C                 | 10                | 0         | 0         | 50                         | 30               | 10               | 0                      | 10                     | 0                       | 33                         | 70                       | 13                         | 10                      |
| <b>TOTAL LAS PALMAS</b>                |                             |                   | <b>28</b>         | <b>0</b>  | <b>0</b>  | <b>64</b>                  | <b>18</b>        | <b>7</b>         | <b>7</b>               | <b>4</b>               | <b>0</b>                | <b>27</b>                  | <b>83</b>                | <b>7</b>                   | <b>18</b>               |
| TENERIFE (SURREINA SOFIA)              | BRITANNIA AIRWAYS           | C                 | 18                | 0         | 0         | 83                         | 6                | 6                | 6                      | 0                      | 0                       | 10                         | 100                      | 2                          | 8                       |
|  | FIRST CHOICE AIRWAYS LTD    | C                 | 8                 | 0         | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 1                          | 0                        | 0                          | 0                       |
|  | MONARCH AIRLINES            | S                 | 34                | 0         | 0         | 82                         | 15               | 3                | 0                      | 0                      | 0                       | 7                          | 96                       | 5                          | 26                      |
|  | MONARCH AIRLINES            | C                 | 8                 | 0         | 0         | 63                         | 13               | 25               | 0                      | 0                      | 0                       | 14                         | 100                      | 6                          | 8                       |
|  | MY TRAVEL AIRWAYS UK        | C                 | 8                 | 0         | 0         | 13                         | 13               | 38               | 38                     | 0                      | 0                       | 41                         | 50                       | 12                         | 8                       |
| <b>TOTAL TENERIFE (SURREINA SOFIA)</b> |                             |                   | <b>76</b>         | <b>0</b>  | <b>0</b>  | <b>75</b>                  | <b>11</b>        | <b>9</b>         | <b>5</b>               | <b>0</b>               | <b>0</b>                | <b>12</b>                  | <b>90</b>                | <b>6</b>                   | <b>50</b>               |
| <b>TOTAL SPAIN(CANARY ISLANDS)</b>     |                             |                   | <b>147</b>        | <b>2</b>  | <b>0</b>  | <b>78</b>                  | <b>10</b>        | <b>6</b>         | <b>5</b>               | <b>1</b>               | <b>0</b>                | <b>14</b>                  | <b>90</b>                | <b>16</b>                  | <b>102</b>              |
| <b>SWEDEN</b>                          |                             |                   |                   |           |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| <b>TOTAL GOTEBOG</b>                   |                             |                   | <b>2</b>          | <b>0</b>  | <b>0</b>  | <b>100</b>                 | <b>0</b>         | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>7</b>                   | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| <b>TOTAL SWEDEN</b>                    |                             |                   | <b>2</b>          | <b>0</b>  | <b>0</b>  | <b>100</b>                 | <b>0</b>         | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>7</b>                   | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR MARCH 2004

Reporting Airport: LUTON (Full Analysis)

| ORIGIN / DESTINATION               | AIRLINE                     | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |            |                     | PERCENTAGE OF FLIGHTS LATE |                  |                        |                        |                         |                            |                          | MAR 2003                   |                         |             |
|------------------------------------|-----------------------------|-------------------|-------------------|------------|---------------------|----------------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|-------------|
|                                    |                             |                   | UNMATCHED         |            | Early to<br>15 mins | 16 to<br>30 mins           | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |             |
|                                    |                             |                   | MATCHED           | Actual (7) |                     |                            |                  |                        |                        |                         |                            |                          |                            |                         | Plan (8)    |
| <b>SWITZERLAND</b>                 |                             |                   |                   |            |                     |                            |                  |                        |                        |                         |                            |                          |                            |                         |             |
| GENEVA                             | EASYJET AIRLINE COMPANY LTD | S                 | 66                | 0          | 0                   | 58                         | 18               | 23                     | 2                      | 0                       | 0                          | 17                       | 65                         | 19                      | 92          |
|                                    | EASYJET SWITZERLAND         | S                 | 246               | 0          | 2                   | 77                         | 9                | 10                     | 4                      | 0                       | 0                          | 12                       | 79                         | 10                      | 248         |
| <b>TOTAL GENEVA</b>                |                             |                   | <b>312</b>        | <b>1</b>   | <b>2</b>            | <b>73</b>                  | <b>11</b>        | <b>13</b>              | <b>3</b>               | <b>0</b>                | <b>0</b>                   | <b>13</b>                | <b>75</b>                  | <b>13</b>               | <b>340</b>  |
| ZURICH                             | EASYJET AIRLINE COMPANY LTD | S                 | 181               | 3          | 3                   | 70                         | 15               | 11                     | 3                      | 0                       | 1                          | 19                       | 77                         | 12                      | 122         |
| <b>TOTAL ZURICH</b>                |                             |                   | <b>181</b>        | <b>3</b>   | <b>3</b>            | <b>70</b>                  | <b>15</b>        | <b>11</b>              | <b>3</b>               | <b>0</b>                | <b>1</b>                   | <b>19</b>                | <b>81</b>                  | <b>10</b>               | <b>184</b>  |
| <b>TOTAL SWITZERLAND</b>           |                             |                   | <b>493</b>        | <b>5</b>   | <b>5</b>            | <b>72</b>                  | <b>13</b>        | <b>12</b>              | <b>3</b>               | <b>0</b>                | <b>0</b>                   | <b>15</b>                | <b>77</b>                  | <b>12</b>               | <b>524</b>  |
| <b>TUNISIA</b>                     |                             |                   |                   |            |                     |                            |                  |                        |                        |                         |                            |                          |                            |                         |             |
| MONASTIR                           | BRITANNIA AIRWAYS           | C                 | 10                | 0          | 0                   | 70                         | 20               | 10                     | 0                      | 0                       | 0                          | 13                       | 0                          | 0                       | 0           |
| <b>TOTAL MONASTIR</b>              |                             |                   | <b>10</b>         | <b>0</b>   | <b>0</b>            | <b>70</b>                  | <b>20</b>        | <b>10</b>              | <b>0</b>               | <b>0</b>                | <b>0</b>                   | <b>13</b>                | <b>0</b>                   | <b>0</b>                | <b>0</b>    |
| <b>TOTAL TUNISIA</b>               |                             |                   | <b>10</b>         | <b>0</b>   | <b>0</b>            | <b>70</b>                  | <b>20</b>        | <b>10</b>              | <b>0</b>               | <b>0</b>                | <b>0</b>                   | <b>13</b>                | <b>0</b>                   | <b>0</b>                | <b>0</b>    |
| <b>UNITED KINGDOM</b>              |                             |                   |                   |            |                     |                            |                  |                        |                        |                         |                            |                          |                            |                         |             |
| ABERDEEN                           | EASYJET AIRLINE COMPANY LTD | S                 | 108               | 0          | 0                   | 73                         | 16               | 7                      | 4                      | 0                       | 0                          | 12                       | 78                         | 12                      | 104         |
| <b>TOTAL ABERDEEN</b>              |                             |                   | <b>108</b>        | <b>0</b>   | <b>0</b>            | <b>73</b>                  | <b>16</b>        | <b>7</b>               | <b>4</b>               | <b>0</b>                | <b>0</b>                   | <b>12</b>                | <b>78</b>                  | <b>12</b>               | <b>104</b>  |
| BELFAST INTERNATIONAL              | EASYJET AIRLINE COMPANY LTD | S                 | 324               | 0          | 2                   | 84                         | 6                | 6                      | 4                      | 0                       | 0                          | 11                       | 82                         | 11                      | 288         |
| <b>TOTAL BELFAST INTERNATIONAL</b> |                             |                   | <b>324</b>        | <b>0</b>   | <b>2</b>            | <b>84</b>                  | <b>6</b>         | <b>6</b>               | <b>4</b>               | <b>0</b>                | <b>0</b>                   | <b>11</b>                | <b>82</b>                  | <b>11</b>               | <b>288</b>  |
| BLACKPOOL                          | FLIGHTLINE LTD              | C                 | 2                 | 0          | 0                   | 50                         | 50               | 0                      | 0                      | 0                       | 0                          | 17                       | 50                         | 14                      | 2           |
| <b>TOTAL BLACKPOOL</b>             |                             |                   | <b>2</b>          | <b>0</b>   | <b>0</b>            | <b>50</b>                  | <b>50</b>        | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>0</b>                   | <b>17</b>                | <b>50</b>                  | <b>14</b>               | <b>2</b>    |
| EDINBURGH                          | EASYJET AIRLINE COMPANY LTD | S                 | 371               | 0          | 1                   | 80                         | 9                | 8                      | 2                      | 1                       | 0                          | 11                       | 86                         | 7                       | 378         |
| <b>TOTAL EDINBURGH</b>             |                             |                   | <b>371</b>        | <b>0</b>   | <b>1</b>            | <b>80</b>                  | <b>9</b>         | <b>8</b>               | <b>2</b>               | <b>1</b>                | <b>0</b>                   | <b>11</b>                | <b>86</b>                  | <b>7</b>                | <b>378</b>  |
| GLASGOW                            | EASYJET AIRLINE COMPANY LTD | S                 | 380               | 0          | 0                   | 88                         | 4                | 4                      | 3                      | 0                       | 0                          | 8                        | 85                         | 8                       | 363         |
| <b>TOTAL GLASGOW</b>               |                             |                   | <b>380</b>        | <b>1</b>   | <b>0</b>            | <b>88</b>                  | <b>4</b>         | <b>4</b>               | <b>3</b>               | <b>0</b>                | <b>0</b>                   | <b>8</b>                 | <b>85</b>                  | <b>8</b>                | <b>363</b>  |
| INVERNESS                          | EASYJET AIRLINE COMPANY LTD | S                 | 77                | 0          | 1                   | 82                         | 13               | 4                      | 1                      | 0                       | 0                          | 7                        | 92                         | 5                       | 63          |
| <b>TOTAL INVERNESS</b>             |                             |                   | <b>77</b>         | <b>0</b>   | <b>1</b>            | <b>82</b>                  | <b>13</b>        | <b>4</b>               | <b>1</b>               | <b>0</b>                | <b>0</b>                   | <b>7</b>                 | <b>92</b>                  | <b>5</b>                | <b>63</b>   |
| ISLE OF MAN                        | BA CITIEXPRESS (IOM) LTD    | S                 | 62                | 0          | 0                   | 84                         | 2                | 5                      | 10                     | 0                       | 0                          | 12                       | 90                         | 5                       | 62          |
| <b>TOTAL ISLE OF MAN</b>           |                             |                   | <b>62</b>         | <b>0</b>   | <b>0</b>            | <b>84</b>                  | <b>2</b>         | <b>5</b>               | <b>10</b>              | <b>0</b>                | <b>0</b>                   | <b>12</b>                | <b>90</b>                  | <b>5</b>                | <b>62</b>   |
| <b>TOTAL UNITED KINGDOM</b>        |                             |                   | <b>1324</b>       | <b>16</b>  | <b>4</b>            | <b>83</b>                  | <b>7</b>         | <b>6</b>               | <b>3</b>               | <b>0</b>                | <b>0</b>                   | <b>10</b>                | <b>85</b>                  | <b>9</b>                | <b>1260</b> |
| <b>TOTAL LUTON</b>                 |                             |                   | <b>4529</b>       | <b>102</b> | <b>32</b>           | <b>81</b>                  | <b>9</b>         | <b>6</b>               | <b>3</b>               | <b>0</b>                | <b>0</b>                   | <b>10</b>                | <b>83</b>                  | <b>10</b>               | <b>4358</b> |

## CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR MARCH 2004

## Reporting Airport: MANCHESTER (Full Analysis)

| ORIGIN / DESTINATION    | AIRLINE                       | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |            |                     | PERCENTAGE OF FLIGHTS LATE |                  |                        |                        |                         |                            |                          | MAR 2003                   |                         |            |
|-------------------------|-------------------------------|-------------------|-------------------|------------|---------------------|----------------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|------------|
|                         |                               |                   | UNMATCHED         |            | Early to<br>15 mins | 16 to<br>30 mins           | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |            |
|                         |                               |                   | MATCHED           | Actual (7) |                     |                            |                  |                        |                        |                         |                            |                          |                            |                         | Plan (8)   |
| <b>AUSTRIA</b>          |                               |                   |                   |            |                     |                            |                  |                        |                        |                         |                            |                          |                            |                         |            |
| INNSBRUCK               | ASTRAEUS LTD                  | C                 | 8                 | 0          | 0                   | 25                         | 38               | 38                     | 0                      | 0                       | 0                          | 26                       | 0                          | 0                       | 0          |
|                         | AUSTRIAN AIRLINES             | C                 | 8                 | 0          | 0                   | 25                         | 50               | 25                     | 0                      | 0                       | 0                          | 22                       | 0                          | 0                       | 0          |
|                         | BRITISH AIRWAYS CITIEXPRESS L | C                 | 6                 | 0          | 0                   | 100                        | 0                | 0                      | 0                      | 0                       | 0                          | 6                        | 0                          | 0                       | 0          |
|                         | FIRST CHOICE AIRWAYS LTD      | C                 | 8                 | 0          | 0                   | 100                        | 0                | 0                      | 0                      | 0                       | 0                          | 3                        | 50                         | 19                      | 10         |
|                         | THOMAS COOK AIRLINES LTD      | C                 | 8                 | 0          | 0                   | 100                        | 0                | 0                      | 0                      | 0                       | 0                          | 0                        | 100                        | 0                       | 10         |
| <b>TOTAL INNSBRUCK</b>  |                               |                   | <b>38</b>         | <b>0</b>   | <b>0</b>            | <b>68</b>                  | <b>18</b>        | <b>13</b>              | <b>0</b>               | <b>0</b>                | <b>0</b>                   | <b>11</b>                | <b>71</b>                  | <b>10</b>               | <b>28</b>  |
| <b>SALZBURG</b>         |                               |                   |                   |            |                     |                            |                  |                        |                        |                         |                            |                          |                            |                         |            |
|                         | BRITANNIA AIRWAYS             | C                 | 7                 | 0          | 0                   | 100                        | 0                | 0                      | 0                      | 0                       | 0                          | 0                        | 63                         | 14                      | 8          |
|                         | FIRST CHOICE AIRWAYS LTD      | C                 | 8                 | 0          | 0                   | 88                         | 0                | 13                     | 0                      | 0                       | 0                          | 10                       | 50                         | 28                      | 10         |
|                         | MY TRAVEL AIRWAYS UK          | C                 | 3                 | 0          | 0                   | 67                         | 0                | 33                     | 0                      | 0                       | 0                          | 14                       | 70                         | 12                      | 10         |
|                         | THOMAS COOK AIRLINES LTD      | C                 | 7                 | 0          | 0                   | 100                        | 0                | 0                      | 0                      | 0                       | 0                          | 2                        | 88                         | 2                       | 8          |
| <b>TOTAL SALZBURG</b>   |                               |                   | <b>25</b>         | <b>0</b>   | <b>0</b>            | <b>92</b>                  | <b>0</b>         | <b>8</b>               | <b>0</b>               | <b>0</b>                | <b>0</b>                   | <b>6</b>                 | <b>67</b>                  | <b>15</b>               | <b>36</b>  |
| <b>VIENNA</b>           |                               |                   |                   |            |                     |                            |                  |                        |                        |                         |                            |                          |                            |                         |            |
|                         | BRITISH AIRWAYS CITIEXPRESS L | S                 | 62                | 0          | 0                   | 35                         | 37               | 16                     | 10                     | 2                       | 0                          | 28                       | 100                        | 2                       | 4          |
| <b>TOTAL VIENNA</b>     |                               |                   | <b>62</b>         | <b>0</b>   | <b>0</b>            | <b>35</b>                  | <b>37</b>        | <b>16</b>              | <b>10</b>              | <b>2</b>                | <b>0</b>                   | <b>28</b>                | <b>96</b>                  | <b>3</b>                | <b>24</b>  |
| <b>TOTAL AUSTRIA</b>    |                               |                   | <b>125</b>        | <b>0</b>   | <b>0</b>            | <b>57</b>                  | <b>24</b>        | <b>14</b>              | <b>5</b>               | <b>1</b>                | <b>0</b>                   | <b>18</b>                | <b>76</b>                  | <b>10</b>               | <b>88</b>  |
| <b>BARBADOS</b>         |                               |                   |                   |            |                     |                            |                  |                        |                        |                         |                            |                          |                            |                         |            |
| <b>BRIDGETOWN</b>       |                               |                   |                   |            |                     |                            |                  |                        |                        |                         |                            |                          |                            |                         |            |
|                         | BRITANNIA AIRWAYS             | C                 | 10                | 0          | 0                   | 70                         | 30               | 0                      | 0                      | 0                       | 0                          | 8                        | 100                        | 1                       | 7          |
|                         | MY TRAVEL AIRWAYS UK          | C                 | 8                 | 0          | 0                   | 75                         | 25               | 0                      | 0                      | 0                       | 0                          | 9                        | 39                         | 125                     | 18         |
|                         | THOMAS COOK AIRLINES LTD      | C                 | 16                | 0          | 0                   | 75                         | 6                | 13                     | 0                      | 0                       | 6                          | 53                       | 0                          | 0                       | 0          |
|                         | VIRGIN ATLANTIC AIRWAYS LTD   | C                 | 2                 | 0          | 0                   | 50                         | 0                | 0                      | 50                     | 0                       | 0                          | 68                       | 0                          | 0                       | 0          |
| <b>TOTAL BRIDGETOWN</b> |                               |                   | <b>36</b>         | <b>0</b>   | <b>0</b>            | <b>72</b>                  | <b>17</b>        | <b>6</b>               | <b>3</b>               | <b>0</b>                | <b>3</b>                   | <b>32</b>                | <b>56</b>                  | <b>90</b>               | <b>25</b>  |
| <b>TOTAL BARBADOS</b>   |                               |                   | <b>36</b>         | <b>0</b>   | <b>0</b>            | <b>72</b>                  | <b>17</b>        | <b>6</b>               | <b>3</b>               | <b>0</b>                | <b>3</b>                   | <b>32</b>                | <b>56</b>                  | <b>90</b>               | <b>25</b>  |
| <b>BELGIUM</b>          |                               |                   |                   |            |                     |                            |                  |                        |                        |                         |                            |                          |                            |                         |            |
| <b>BRUSSELS</b>         |                               |                   |                   |            |                     |                            |                  |                        |                        |                         |                            |                          |                            |                         |            |
|                         | BRITISH AIRWAYS CITIEXPRESS L | S                 | 142               | 0          | 0                   | 94                         | 3                | 3                      | 1                      | 0                       | 0                          | 4                        | 0                          | 0                       | 0          |
|                         | SN BRUSSELS AIRLINES          | S                 | 170               | 0          | 0                   | 93                         | 5                | 1                      | 1                      | 1                       | 0                          | 6                        | 99                         | 2                       | 201        |
| <b>TOTAL BRUSSELS</b>   |                               |                   | <b>312</b>        | <b>0</b>   | <b>0</b>            | <b>93</b>                  | <b>4</b>         | <b>2</b>               | <b>1</b>               | <b>0</b>                | <b>0</b>                   | <b>5</b>                 | <b>92</b>                  | <b>5</b>                | <b>394</b> |
| <b>TOTAL BELGIUM</b>    |                               |                   | <b>312</b>        | <b>0</b>   | <b>0</b>            | <b>93</b>                  | <b>4</b>         | <b>2</b>               | <b>1</b>               | <b>0</b>                | <b>0</b>                   | <b>5</b>                 | <b>90</b>                  | <b>6</b>                | <b>478</b> |
| <b>BULGARIA</b>         |                               |                   |                   |            |                     |                            |                  |                        |                        |                         |                            |                          |                            |                         |            |
| <b>PLOVDIV</b>          |                               |                   |                   |            |                     |                            |                  |                        |                        |                         |                            |                          |                            |                         |            |
|                         | BH AIR                        | C                 | 6                 | 0          | 0                   | 83                         | 17               | 0                      | 0                      | 0                       | 0                          | 9                        | 0                          | 0                       | 0          |
| <b>TOTAL PLOVDIV</b>    |                               |                   | <b>6</b>          | <b>0</b>   | <b>0</b>            | <b>83</b>                  | <b>17</b>        | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>0</b>                   | <b>9</b>                 | <b>80</b>                  | <b>10</b>               | <b>10</b>  |
| <b>SOFIA</b>            |                               |                   |                   |            |                     |                            |                  |                        |                        |                         |                            |                          |                            |                         |            |
|                         | ASTRAEUS LTD                  | C                 | 5                 | 0          | 0                   | 100                        | 0                | 0                      | 0                      | 0                       | 0                          | 7                        | 0                          | 0                       | 0          |
|                         | BRITANNIA AIRWAYS             | C                 | 3                 | 0          | 0                   | 0                          | 0                | 67                     | 33                     | 0                       | 0                          | 56                       | 40                         | 43                      | 5          |
| <b>TOTAL SOFIA</b>      |                               |                   | <b>8</b>          | <b>0</b>   | <b>0</b>            | <b>63</b>                  | <b>0</b>         | <b>25</b>              | <b>13</b>              | <b>0</b>                | <b>0</b>                   | <b>26</b>                | <b>40</b>                  | <b>43</b>               | <b>5</b>   |
| <b>TOTAL BULGARIA</b>   |                               |                   | <b>14</b>         | <b>0</b>   | <b>0</b>            | <b>71</b>                  | <b>7</b>         | <b>14</b>              | <b>7</b>               | <b>0</b>                | <b>0</b>                   | <b>18</b>                | <b>67</b>                  | <b>21</b>               | <b>15</b>  |
| <b>CANADA</b>           |                               |                   |                   |            |                     |                            |                  |                        |                        |                         |                            |                          |                            |                         |            |
| <b>CALGARY</b>          |                               |                   |                   |            |                     |                            |                  |                        |                        |                         |                            |                          |                            |                         |            |
|                         | MY TRAVEL AIRWAYS UK          | C                 | 17                | 0          | 0                   | 53                         | 18               | 18                     | 12                     | 0                       | 0                          | 23                       | 31                         | 201                     | 16         |
| <b>TOTAL CALGARY</b>    |                               |                   | <b>17</b>         | <b>0</b>   | <b>0</b>            | <b>53</b>                  | <b>18</b>        | <b>18</b>              | <b>12</b>              | <b>0</b>                | <b>0</b>                   | <b>23</b>                | <b>31</b>                  | <b>201</b>              | <b>16</b>  |
| <b>TORONTO</b>          |                               |                   |                   |            |                     |                            |                  |                        |                        |                         |                            |                          |                            |                         |            |
|                         | AIR TRANSAT                   | S                 | 8                 | 0          | 0                   | 88                         | 13               | 0                      | 0                      | 0                       | 0                          | 5                        | 88                         | 3                       | 8          |
|                         | PAKISTAN INTL AIRLINES        | S                 | 2                 | 0          | 0                   | 100                        | 0                | 0                      | 0                      | 0                       | 0                          | 8                        | 0                          | 0                       | 0          |
| <b>TOTAL TORONTO</b>    |                               |                   | <b>10</b>         | <b>0</b>   | <b>0</b>            | <b>90</b>                  | <b>10</b>        | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>0</b>                   | <b>6</b>                 | <b>88</b>                  | <b>3</b>                | <b>8</b>   |



CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR MARCH 2004

Reporting Airport: MANCHESTER (Full Analysis)

| ORIGIN / DESTINATION              | AIRLINE                       | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |            |          | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         |                            | MAR 2003                 |                            |                         |
|-----------------------------------|-------------------------------|-------------------|-------------------|------------|----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                                   |                               |                   | MATCHED           | UNMATCHED  |          | Early to<br>15 mins        | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                                   |                               |                   |                   | Actual (7) | Plan (8) |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| <b>TOTAL CANADA</b>               |                               |                   | <b>27</b>         | <b>0</b>   | <b>0</b> | <b>67</b>                  | <b>15</b>        | <b>11</b>        | <b>7</b>               | <b>0</b>               | <b>0</b>                | <b>16</b>                  | <b>54</b>                | <b>125</b>                 | <b>26</b>               |
| <b>CUBA</b>                       |                               |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| CUNAGUA                           | THOMAS COOK AIRLINES LTD      | C                 | 6                 | 0          | 0        | 83                         | 0                | 17               | 0                      | 0                      | 0                       | 9                          | 0                        | 0                          | 0                       |
| <b>TOTAL CUNAGUA</b>              |                               |                   | <b>6</b>          | <b>0</b>   | <b>0</b> | <b>83</b>                  | <b>0</b>         | <b>17</b>        | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>9</b>                   | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| HOLGUIN (FRANK PAIS)              | THOMAS COOK AIRLINES LTD      | C                 | 3                 | 0          | 0        | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 3                          | 0                        | 0                          | 0                       |
| <b>TOTAL HOLGUIN (FRANK PAIS)</b> |                               |                   | <b>3</b>          | <b>0</b>   | <b>0</b> | <b>100</b>                 | <b>0</b>         | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>3</b>                   | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| <b>TOTAL CUBA</b>                 |                               |                   | <b>9</b>          | <b>0</b>   | <b>0</b> | <b>89</b>                  | <b>0</b>         | <b>11</b>        | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>7</b>                   | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| <b>CYPRUS</b>                     |                               |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| LARNACA                           | CYPRUS AIRWAYS                | S                 | 24                | 0          | 0        | 79                         | 17               | 4                | 0                      | 0                      | 0                       | 6                          | 65                       | 30                         | 20                      |
|                                   | FIRST CHOICE AIRWAYS LTD      | S                 | 4                 | 0          | 0        | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 4                          | 0                        | 0                          | 0                       |
|                                   | THOMAS COOK AIRLINES LTD      | C                 | 9                 | 2          | 0        | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 1                          | 100                      | 0                          | 8                       |
| <b>TOTAL LARNACA</b>              |                               |                   | <b>38</b>         | <b>2</b>   | <b>0</b> | <b>87</b>                  | <b>11</b>        | <b>3</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>5</b>                   | <b>73</b>                | <b>24</b>                  | <b>45</b>               |
| <b>PAPHOS</b>                     |                               |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
|                                   | BRITANNIA AIRWAYS             | C                 | 18                | 0          | 0        | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 1                          | 83                       | 7                          | 18                      |
|                                   | EUROCYPRIA AIRLINES LTD       | C                 | 16                | 0          | 0        | 94                         | 6                | 0                | 0                      | 0                      | 0                       | 4                          | 80                       | 8                          | 20                      |
|                                   | EXCEL AIRWAYS LTD             | C                 | 2                 | 0          | 0        | 50                         | 50               | 0                | 0                      | 0                      | 0                       | 9                          | 81                       | 10                         | 16                      |
|                                   | FIRST CHOICE AIRWAYS LTD      | S                 | 10                | 0          | 0        | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 1                          | 50                       | 20                         | 8                       |
|                                   | HELIOS AIRWAYS LTD            | S                 | 14                | 2          | 0        | 71                         | 29               | 0                | 0                      | 0                      | 0                       | 6                          | 0                        | 0                          | 0                       |
|                                   | MY TRAVEL AIRWAYS UK          | C                 | 10                | 0          | 0        | 90                         | 10               | 0                | 0                      | 0                      | 0                       | 5                          | 38                       | 46                         | 8                       |
|                                   | THOMAS COOK AIRLINES LTD      | C                 | 13                | 0          | 0        | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 0                          | 100                      | 0                          | 8                       |
| <b>TOTAL PAPHOS</b>               |                               |                   | <b>83</b>         | <b>4</b>   | <b>0</b> | <b>92</b>                  | <b>8</b>         | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>3</b>                   | <b>79</b>                | <b>11</b>                  | <b>90</b>               |
| <b>TOTAL CYPRUS</b>               |                               |                   | <b>121</b>        | <b>6</b>   | <b>0</b> | <b>90</b>                  | <b>9</b>         | <b>1</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>4</b>                   | <b>77</b>                | <b>15</b>                  | <b>135</b>              |
| <b>CZECH REPUBLIC</b>             |                               |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| PRAGUE                            | BMI BRITISH MIDLAND           | S                 | 22                | 1          | 0        | 23                         | 23               | 14               | 36                     | 5                      | 0                       | 75                         | 0                        | 0                          | 0                       |
|                                   | BMIBABY LTD                   | S                 | 40                | 0          | 0        | 25                         | 20               | 25               | 25                     | 0                      | 5                       | 58                         | 0                        | 0                          | 0                       |
|                                   | CSA                           | C                 | 2                 | 0          | 0        | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 0                          | 0                        | 0                          | 0                       |
|                                   | CSA                           | S                 | 92                | 0          | 0        | 88                         | 5                | 7                | 0                      | 0                      | 0                       | 6                          | 92                       | 5                          | 78                      |
| <b>TOTAL PRAGUE</b>               |                               |                   | <b>156</b>        | <b>1</b>   | <b>0</b> | <b>63</b>                  | <b>12</b>        | <b>12</b>        | <b>12</b>              | <b>1</b>               | <b>1</b>                | <b>29</b>                  | <b>92</b>                | <b>5</b>                   | <b>78</b>               |
| <b>TOTAL CZECH REPUBLIC</b>       |                               |                   | <b>156</b>        | <b>1</b>   | <b>0</b> | <b>63</b>                  | <b>12</b>        | <b>12</b>        | <b>12</b>              | <b>1</b>               | <b>1</b>                | <b>29</b>                  | <b>92</b>                | <b>5</b>                   | <b>78</b>               |
| <b>DENMARK</b>                    |                               |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| BILLUND                           | SUN AIR OF SCANDINAVIA        | S                 | 99                | 0          | 1        | 85                         | 8                | 3                | 4                      | 0                      | 0                       | 8                          | 87                       | 8                          | 94                      |
| <b>TOTAL BILLUND</b>              |                               |                   | <b>99</b>         | <b>0</b>   | <b>1</b> | <b>85</b>                  | <b>8</b>         | <b>3</b>         | <b>4</b>               | <b>0</b>               | <b>0</b>                | <b>8</b>                   | <b>87</b>                | <b>8</b>                   | <b>94</b>               |
| <b>COPENHAGEN</b>                 |                               |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
|                                   | BRITISH AIRWAYS CITIEXPRESS L | S                 | 108               | 0          | 0        | 89                         | 7                | 3                | 1                      | 0                      | 0                       | 6                          | 0                        | 0                          | 0                       |
|                                   | SAS                           | S                 | 224               | 0          | 0        | 83                         | 12               | 5                | 0                      | 0                      | 0                       | 6                          | 93                       | 5                          | 176                     |
| <b>TOTAL COPENHAGEN</b>           |                               |                   | <b>332</b>        | <b>0</b>   | <b>0</b> | <b>85</b>                  | <b>10</b>        | <b>4</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>6</b>                   | <b>92</b>                | <b>6</b>                   | <b>178</b>              |
| <b>TOTAL DENMARK</b>              |                               |                   | <b>431</b>        | <b>0</b>   | <b>1</b> | <b>85</b>                  | <b>10</b>        | <b>4</b>         | <b>1</b>               | <b>0</b>               | <b>0</b>                | <b>7</b>                   | <b>90</b>                | <b>6</b>                   | <b>272</b>              |
| <b>DOMINICAN REPUBLIC</b>         |                               |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| LA ROMANA                         | MY TRAVEL AIRWAYS UK          | C                 | 8                 | 0          | 0        | 63                         | 25               | 0                | 13                     | 0                      | 0                       | 14                         | 0                        | 0                          | 0                       |
| <b>TOTAL LA ROMANA</b>            |                               |                   | <b>8</b>          | <b>0</b>   | <b>0</b> | <b>63</b>                  | <b>25</b>        | <b>0</b>         | <b>13</b>              | <b>0</b>               | <b>0</b>                | <b>14</b>                  | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| <b>PUERTO PLATA</b>               |                               |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
|                                   | BRITANNIA AIRWAYS             | C                 | 10                | 0          | 0        | 90                         | 10               | 0                | 0                      | 0                      | 0                       | 4                          | 0                        | 0                          | 0                       |
|                                   | MY TRAVEL AIRWAYS UK          | C                 | 6                 | 0          | 0        | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 0                          | 63                       | 46                         | 8                       |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

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Reporting Airport: MANCHESTER (Full Analysis)

| ORIGIN / DESTINATION            | AIRLINE                       | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |            |          | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         |                            | MAR 2003                 |                            |                         |
|---------------------------------|-------------------------------|-------------------|-------------------|------------|----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                                 |                               |                   | MATCHED           | UNMATCHED  |          | Early to<br>15 mins        | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                                 |                               |                   |                   | Actual (7) | Plan (8) |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| PUERTO PLATA                    | THOMAS COOK AIRLINES LTD      | C                 | 8                 | 0          | 0        | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 0                          | 0                        | 0                          | 0                       |
| <b>TOTAL PUERTO PLATA</b>       |                               |                   | <b>24</b>         | <b>0</b>   | <b>0</b> | <b>96</b>                  | <b>4</b>         | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>2</b>                | <b>62</b>                  | <b>62</b>                | 21                         |                         |
| PUNTA CANA                      | BRITANNIA AIRWAYS             | C                 | 9                 | 0          | 0        | 100                        | 0                | 0                | 0                      | 0                      | 1                       | 0                          | 0                        | 0                          |                         |
|                                 | THOMAS COOK AIRLINES LTD      | C                 | 9                 | 0          | 0        | 56                         | 11               | 22               | 0                      | 0                      | 11                      | 65                         | 0                        | 0                          | 0                       |
| <b>TOTAL PUNTA CANA</b>         |                               |                   | <b>18</b>         | <b>0</b>   | <b>0</b> | <b>78</b>                  | <b>6</b>         | <b>11</b>        | <b>0</b>               | <b>0</b>               | <b>6</b>                | <b>33</b>                  | <b>0</b>                 | <b>0</b>                   | 0                       |
| <b>TOTAL DOMINICAN REPUBLIC</b> |                               |                   | <b>50</b>         | <b>0</b>   | <b>0</b> | <b>84</b>                  | <b>8</b>         | <b>4</b>         | <b>2</b>               | <b>0</b>               | <b>2</b>                | <b>15</b>                  | <b>62</b>                | <b>62</b>                  | 21                      |
| EGYPT                           |                               |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| HURGHADA                        | AIR CORDIAL LTD               | C                 | 8                 | 0          | 0        | 50                         | 0                | 25               | 25                     | 0                      | 0                       | 36                         | 0                        | 0                          | 0                       |
|                                 | BRITANNIA AIRWAYS             | C                 | 8                 | 0          | 0        | 38                         | 38               | 25               | 0                      | 0                      | 0                       | 23                         | 0                        | 0                          | 0                       |
|                                 | THOMAS COOK AIRLINES LTD      | C                 | 7                 | 3          | 0        | 71                         | 14               | 0                | 0                      | 0                      | 14                      | 58                         | 29                       | 127                        | 7                       |
| <b>TOTAL HURGHADA</b>           |                               |                   | <b>23</b>         | <b>3</b>   | <b>0</b> | <b>52</b>                  | <b>17</b>        | <b>17</b>        | <b>9</b>               | <b>0</b>               | <b>4</b>                | <b>38</b>                  | <b>53</b>                | <b>56</b>                  | 17                      |
| LUXOR                           | BRITANNIA AIRWAYS             | C                 | 10                | 0          | 0        | 70                         | 20               | 10               | 0                      | 0                      | 0                       | 9                          | 88                       | 4                          | 8                       |
| <b>TOTAL LUXOR</b>              |                               |                   | <b>10</b>         | <b>0</b>   | <b>0</b> | <b>70</b>                  | <b>20</b>        | <b>10</b>        | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>9</b>                   | <b>94</b>                | <b>2</b>                   | 18                      |
| <b>TOTAL EGYPT</b>              |                               |                   | <b>33</b>         | <b>3</b>   | <b>0</b> | <b>58</b>                  | <b>18</b>        | <b>15</b>        | <b>6</b>               | <b>0</b>               | <b>3</b>                | <b>29</b>                  | <b>76</b>                | <b>25</b>                  | 45                      |
| FINLAND                         |                               |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| HELSINKI                        | CITY AIRLINE                  | S                 | 40                | 0          | 0        | 88                         | 13               | 0                | 0                      | 0                      | 0                       | 4                          | 77                       | 14                         | 44                      |
|                                 | FINNAIR                       | S                 | 108               | 0          | 0        | 86                         | 6                | 6                | 1                      | 0                      | 0                       | 7                          | 94                       | 6                          | 82                      |
| <b>TOTAL HELSINKI</b>           |                               |                   | <b>149</b>        | <b>0</b>   | <b>0</b> | <b>86</b>                  | <b>9</b>         | <b>5</b>         | <b>1</b>               | <b>0</b>               | <b>0</b>                | <b>7</b>                   | <b>88</b>                | <b>9</b>                   | 126                     |
| KITTILA                         | AIR MALTA                     | C                 | 6                 | 0          | 0        | 67                         | 17               | 17               | 0                      | 0                      | 0                       | 11                         | 0                        | 0                          | 0                       |
| <b>TOTAL KITTILA</b>            |                               |                   | <b>7</b>          | <b>0</b>   | <b>0</b> | <b>71</b>                  | <b>14</b>        | <b>14</b>        | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>9</b>                   | <b>67</b>                | <b>6</b>                   | 9                       |
| <b>TOTAL FINLAND</b>            |                               |                   | <b>156</b>        | <b>0</b>   | <b>0</b> | <b>85</b>                  | <b>9</b>         | <b>5</b>         | <b>1</b>               | <b>0</b>               | <b>0</b>                | <b>7</b>                   | <b>87</b>                | <b>9</b>                   | 135                     |
| FRANCE                          |                               |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| BORDEAUX                        | BMIBABY LTD                   | S                 | 8                 | 0          | 0        | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 2                          | 0                        | 0                          | 0                       |
| <b>TOTAL BORDEAUX</b>           |                               |                   | <b>8</b>          | <b>0</b>   | <b>0</b> | <b>100</b>                 | <b>0</b>         | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>2</b>                   | <b>0</b>                 | <b>0</b>                   | 0                       |
| CHAMBERY                        | ASTRAEUS LTD                  | C                 | 16                | 0          | 0        | 69                         | 6                | 19               | 6                      | 0                      | 0                       | 18                         | 0                        | 0                          | 0                       |
|                                 | EXCEL AIRWAYS LTD             | C                 | 16                | 0          | 0        | 75                         | 6                | 13               | 6                      | 0                      | 0                       | 16                         | 55                       | 53                         | 11                      |
|                                 | FLYBE.BRITISH EUROPEAN        | C                 | 8                 | 0          | 0        | 50                         | 38               | 13               | 0                      | 0                      | 0                       | 19                         | 0                        | 0                          | 0                       |
| <b>TOTAL CHAMBERY</b>           |                               |                   | <b>40</b>         | <b>0</b>   | <b>0</b> | <b>68</b>                  | <b>13</b>        | <b>15</b>        | <b>5</b>               | <b>0</b>               | <b>0</b>                | <b>17</b>                  | <b>63</b>                | <b>34</b>                  | 24                      |
| GRENOBLE                        | BMI BRITISH MIDLAND           | C                 | 8                 | 0          | 0        | 63                         | 25               | 13               | 0                      | 0                      | 0                       | 9                          | 0                        | 0                          | 0                       |
|                                 | FIRST CHOICE AIRWAYS LTD      | C                 | 16                | 0          | 0        | 75                         | 13               | 6                | 6                      | 0                      | 0                       | 12                         | 50                       | 24                         | 10                      |
|                                 | MONARCH AIRLINES              | C                 | 8                 | 0          | 0        | 75                         | 13               | 0                | 13                     | 0                      | 0                       | 12                         | 100                      | 4                          | 8                       |
| <b>TOTAL GRENOBLE</b>           |                               |                   | <b>32</b>         | <b>0</b>   | <b>0</b> | <b>72</b>                  | <b>16</b>        | <b>6</b>         | <b>6</b>               | <b>0</b>               | <b>0</b>                | <b>11</b>                  | <b>72</b>                | <b>15</b>                  | 18                      |
| LYON                            | BRITANNIA AIRWAYS             | C                 | 8                 | 0          | 0        | 63                         | 25               | 13               | 0                      | 0                      | 0                       | 12                         | 67                       | 10                         | 6                       |
|                                 | BRITISH AIRWAYS CITIEXPRESS L | C                 | 14                | 2          | 0        | 57                         | 14               | 14               | 14                     | 0                      | 0                       | 21                         | 0                        | 0                          | 0                       |
|                                 | BRITISH AIRWAYS CITIEXPRESS L | S                 | 62                | 0          | 0        | 85                         | 6                | 6                | 2                      | 0                      | 0                       | 6                          | 90                       | 5                          | 72                      |
|                                 | THOMAS COOK AIRLINES LTD      | C                 | 8                 | 0          | 0        | 88                         | 0                | 0                | 13                     | 0                      | 0                       | 17                         | 100                      | 1                          | 10                      |
| <b>TOTAL LYON</b>               |                               |                   | <b>93</b>         | <b>2</b>   | <b>0</b> | <b>78</b>                  | <b>10</b>        | <b>8</b>         | <b>4</b>               | <b>0</b>               | <b>0</b>                | <b>10</b>                  | <b>80</b>                | <b>14</b>                  | 143                     |
| NICE                            | BRITISH AIRWAYS CITIEXPRESS L | S                 | 61                | 0          | 0        | 98                         | 0                | 2                | 0                      | 0                      | 0                       | 1                          | 76                       | 14                         | 62                      |
| <b>TOTAL NICE</b>               |                               |                   | <b>61</b>         | <b>0</b>   | <b>0</b> | <b>98</b>                  | <b>0</b>         | <b>2</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>1</b>                   | <b>75</b>                | <b>14</b>                  | 65                      |
| PARIS (CHARLES DE GAULLE)       | AIR FRANCE                    | S                 | 368               | 0          | 0        | 81                         | 8                | 8                | 3                      | 0                      | 0                       | 10                         | 83                       | 8                          | 359                     |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR MARCH 2004

Reporting Airport: MANCHESTER (Full Analysis)

| ORIGIN / DESTINATION                   | AIRLINE                       | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |            |          | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         |                            | MAR 2003                 |                            |                         |
|--|-------------------------------|-------------------|-------------------|------------|----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|  |                               |                   | MATCHED           | UNMATCHED  |          | Early to<br>15 mins        | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|  |                               |                   |                   | Actual (7) | Plan (8) |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| PARIS (CHARLES DE GAULLE)              | BMIBABY LTD                   | S                 | 8                 | 0          | 0        | 88                         | 13               | 0                | 0                      | 0                      | 0                       | 3                          | 0                        | 0                          | 0                       |
|  | BRITISH AIRWAYS CITIEXPRESS L | S                 | 236               | 0          | 0        | 80                         | 14               | 3                | 3                      | 0                      | 0                       | 9                          | 0                        | 0                          | 0                       |
| <b>TOTAL PARIS (CHARLES DE GAULLE)</b> |                               |                   | <b>612</b>        | <b>0</b>   | <b>0</b> | <b>80</b>                  | <b>10</b>        | <b>6</b>         | <b>3</b>               | <b>0</b>               | <b>9</b>                | <b>81</b>                  | <b>9</b>                 | 625                        |                         |
| TOULOUSE (BLAGNAC)                     | BMI REGIONAL                  | S                 | 54                | 0          | 0        | 98                         | 0                | 0                | 2                      | 0                      | 2                       | 100                        | 0                        | 62                         |                         |
|  | BRITANNIA AIRWAYS             | C                 | 6                 | 0          | 0        | 100                        | 0                | 0                | 0                      | 0                      | 2                       | 43                         | 52                       | 7                          |                         |
|  | BRITISH AIRWAYS CITIEXPRESS L | C                 | 6                 | 0          | 0        | 83                         | 17               | 0                | 0                      | 0                      | 4                       | 0                          | 0                        | 0                          |                         |
|  | MY TRAVEL AIRWAYS UK          | C                 | 3                 | 0          | 0        | 67                         | 33               | 0                | 0                      | 0                      | 13                      | 40                         | 186                      | 10                         |                         |
|  | THOMAS COOK AIRLINES LTD      | C                 | 7                 | 0          | 0        | 86                         | 14               | 0                | 0                      | 0                      | 6                       | 0                          | 0                        | 0                          |                         |
|  | TITAN AIRWAYS LTD             | C                 | 2                 | 0          | 0        | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 0                          | 0                        | 0                          |                         |
| <b>TOTAL TOULOUSE (BLAGNAC)</b>        |                               |                   | <b>79</b>         | <b>0</b>   | <b>0</b> | <b>95</b>                  | <b>4</b>         | <b>0</b>         | <b>1</b>               | <b>0</b>               | <b>3</b>                | <b>85</b>                  | <b>27</b>                | 87                         |                         |
| <b>TOTAL FRANCE</b>                    |                               |                   | <b>925</b>        | <b>2</b>   | <b>0</b> | <b>82</b>                  | <b>9</b>         | <b>6</b>         | <b>3</b>               | <b>0</b>               | <b>9</b>                | <b>80</b>                  | <b>13</b>                | 968                        |                         |
| <b>GAMBIA</b>                          |                               |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| BANJUL                                 | FIRST CHOICE AIRWAYS LTD      | C                 | 8                 | 0          | 0        | 38                         | 13               | 50               | 0                      | 0                      | 23                      | 50                         | 31                       | 8                          |                         |
|  | MY TRAVEL AIRWAYS UK          | C                 | 8                 | 0          | 0        | 88                         | 0                | 0                | 13                     | 0                      | 11                      | 38                         | 43                       | 8                          |                         |
|  | THOMAS COOK AIRLINES LTD      | C                 | 10                | 0          | 0        | 80                         | 10               | 10               | 0                      | 0                      | 8                       | 50                         | 15                       | 8                          |                         |
| <b>TOTAL BANJUL</b>                    |                               |                   | <b>26</b>         | <b>0</b>   | <b>0</b> | <b>69</b>                  | <b>8</b>         | <b>19</b>        | <b>4</b>               | <b>0</b>               | <b>14</b>               | <b>46</b>                  | <b>29</b>                | 24                         |                         |
| <b>TOTAL GAMBIA</b>                    |                               |                   | <b>26</b>         | <b>0</b>   | <b>0</b> | <b>69</b>                  | <b>8</b>         | <b>19</b>        | <b>4</b>               | <b>0</b>               | <b>14</b>               | <b>46</b>                  | <b>29</b>                | 24                         |                         |
| <b>GERMANY</b>                         |                               |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| BERLIN (TEGEL)                         | BRITISH AIRWAYS CITIEXPRESS L | S                 | 61                | 0          | 0        | 79                         | 3                | 13               | 5                      | 0                      | 12                      | 82                         | 8                        | 62                         |                         |
| <b>TOTAL BERLIN (TEGEL)</b>            |                               |                   | <b>61</b>         | <b>0</b>   | <b>0</b> | <b>79</b>                  | <b>3</b>         | <b>13</b>        | <b>5</b>               | <b>0</b>               | <b>12</b>               | <b>82</b>                  | <b>8</b>                 | 62                         |                         |
| COLOGNE (BONN)                         | HAPAG LLOYD EXPRESS           | S                 | 62                | 0          | 0        | 85                         | 11               | 3                | 0                      | 0                      | 5                       | 100                        | 0                        | 4                          |                         |
| <b>TOTAL COLOGNE (BONN)</b>            |                               |                   | <b>62</b>         | <b>0</b>   | <b>0</b> | <b>85</b>                  | <b>11</b>        | <b>3</b>         | <b>0</b>               | <b>0</b>               | <b>5</b>                | <b>100</b>                 | <b>0</b>                 | 4                          |                         |
| DUSSELDORF                             | BRITISH AIRWAYS CITIEXPRESS L | S                 | 206               | 0          | 0        | 84                         | 6                | 7                | 3                      | 0                      | 8                       | 0                          | 0                        | 0                          |                         |
|  | LUFTHANSA CITY LINE           | S                 | 154               | 0          | 0        | 84                         | 7                | 5                | 3                      | 0                      | 8                       | 98                         | 1                        | 156                        |                         |
| <b>TOTAL DUSSELDORF</b>                |                               |                   | <b>360</b>        | <b>0</b>   | <b>0</b> | <b>84</b>                  | <b>7</b>         | <b>6</b>         | <b>3</b>               | <b>0</b>               | <b>8</b>                | <b>90</b>                  | <b>5</b>                 | 361                        |                         |
| FRANKFURT MAIN                         | BRITISH AIRWAYS CITIEXPRESS L | S                 | 284               | 0          | 0        | 84                         | 8                | 6                | 1                      | 0                      | 7                       | 0                          | 0                        | 0                          |                         |
|  | LUFTHANSA                     | S                 | 186               | 0          | 0        | 83                         | 10               | 6                | 1                      | 0                      | 9                       | 81                         | 8                        | 186                        |                         |
| <b>TOTAL FRANKFURT MAIN</b>            |                               |                   | <b>470</b>        | <b>0</b>   | <b>0</b> | <b>84</b>                  | <b>9</b>         | <b>6</b>         | <b>1</b>               | <b>0</b>               | <b>8</b>                | <b>82</b>                  | <b>9</b>                 | 457                        |                         |
| HAMBURG                                | LUFTHANSA CITY LINE           | S                 | 108               | 0          | 0        | 86                         | 6                | 6                | 1                      | 0                      | 6                       | 93                         | 6                        | 98                         |                         |
| <b>TOTAL HAMBURG</b>                   |                               |                   | <b>108</b>        | <b>0</b>   | <b>0</b> | <b>86</b>                  | <b>6</b>         | <b>6</b>         | <b>1</b>               | <b>0</b>               | <b>6</b>                | <b>93</b>                  | <b>6</b>                 | 100                        |                         |
| HANOVER                                | BRITISH AIRWAYS CITIEXPRESS L | S                 | 110               | 0          | 0        | 83                         | 4                | 11               | 1                      | 2                      | 10                      | 80                         | 16                       | 64                         |                         |
| <b>TOTAL HANOVER</b>                   |                               |                   | <b>110</b>        | <b>0</b>   | <b>0</b> | <b>83</b>                  | <b>4</b>         | <b>11</b>        | <b>1</b>               | <b>2</b>               | <b>10</b>               | <b>80</b>                  | <b>16</b>                | 64                         |                         |
| MUNICH                                 | LUFTHANSA CITY LINE           | S                 | 238               | 1          | 0        | 80                         | 13               | 5                | 3                      | 0                      | 9                       | 80                         | 8                        | 241                        |                         |
| <b>TOTAL MUNICH</b>                    |                               |                   | <b>238</b>        | <b>1</b>   | <b>0</b> | <b>80</b>                  | <b>13</b>        | <b>5</b>         | <b>3</b>               | <b>0</b>               | <b>9</b>                | <b>80</b>                  | <b>8</b>                 | 241                        |                         |
| NIEDERRHEIN                            | DUTCHBIRD                     | S                 | 54                | 0          | 0        | 61                         | 20               | 6                | 9                      | 4                      | 22                      | 0                          | 0                        | 0                          |                         |
| <b>TOTAL NIEDERRHEIN</b>               |                               |                   | <b>54</b>         | <b>0</b>   | <b>0</b> | <b>61</b>                  | <b>20</b>        | <b>6</b>         | <b>9</b>               | <b>4</b>               | <b>22</b>               | <b>0</b>                   | <b>0</b>                 | 0                          |                         |
| STUTTGART                              | BRITISH AIRWAYS CITIEXPRESS L | S                 | 57                | 0          | 0        | 89                         | 5                | 5                | 0                      | 0                      | 5                       | 0                          | 0                        | 0                          |                         |
| <b>TOTAL STUTTGART</b>                 |                               |                   | <b>57</b>         | <b>0</b>   | <b>0</b> | <b>89</b>                  | <b>5</b>         | <b>5</b>         | <b>0</b>               | <b>0</b>               | <b>5</b>                | <b>97</b>                  | <b>2</b>                 | 58                         |                         |
| <b>TOTAL GERMANY</b>                   |                               |                   | <b>1520</b>       | <b>1</b>   | <b>0</b> | <b>83</b>                  | <b>9</b>         | <b>6</b>         | <b>2</b>               | <b>0</b>               | <b>9</b>                | <b>85</b>                  | <b>7</b>                 | 1347                       |                         |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR MARCH 2004

Reporting Airport: MANCHESTER (Full Analysis)

| ORIGIN / DESTINATION  | AIRLINE                       | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         |                            | MAR 2003                 |                            |                         |
|-----------------------|-------------------------------|-------------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                       |                               |                   | MATCHED           |          | UNMATCHED | Early to<br>15 mins        | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                       |                               |                   | Actual (7)        | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| <b>GIBRALTAR</b>      |                               |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| GIBRALTAR             | MONARCH AIRLINES              | S                 | 28                | 0        | 0         | 93                         | 7                | 0                | 0                      | 0                      | 0                       | 3                          | 0                        | 0                          | 0                       |
| TOTAL GIBRALTAR       |                               |                   | 28                | 0        | 0         | 93                         | 7                | 0                | 0                      | 0                      | 0                       | 3                          | 0                        | 0                          | 0                       |
| TOTAL GIBRALTAR       |                               |                   | 28                | 0        | 0         | 93                         | 7                | 0                | 0                      | 0                      | 0                       | 3                          | 0                        | 0                          | 0                       |
| <b>GREECE</b>         |                               |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| ATHENS                | AEGEAN AIRLINES               | C                 | 4                 | 0        | 0         | 25                         | 50               | 25               | 0                      | 0                      | 0                       | 24                         | 0                        | 0                          | 0                       |
|                       | MONARCH AIRLINES              | C                 | 3                 | 0        | 0         | 0                          | 0                | 100              | 0                      | 0                      | 0                       | 36                         | 0                        | 0                          | 0                       |
|                       | OLYMPIC AIRWAYS               | S                 | 16                | 0        | 0         | 44                         | 38               | 19               | 0                      | 0                      | 0                       | 19                         | 61                       | 16                         | 18                      |
| TOTAL ATHENS          |                               |                   | 23                | 0        | 0         | 35                         | 35               | 30               | 0                      | 0                      | 0                       | 22                         | 61                       | 16                         | 18                      |
| SALONIKA              | TITAN AIRWAYS LTD             | C                 | 2                 | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 0                          | 0                        | 0                          | 0                       |
| TOTAL SALONIKA        |                               |                   | 2                 | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 0                          | 0                        | 0                          | 0                       |
| TOTAL GREECE          |                               |                   | 25                | 0        | 0         | 40                         | 32               | 28               | 0                      | 0                      | 0                       | 20                         | 61                       | 16                         | 18                      |
| <b>INDIA</b>          |                               |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| GOA                   | MONARCH AIRLINES              | C                 | 18                | 0        | 0         | 39                         | 0                | 17               | 33                     | 11                     | 0                       | 74                         | 53                       | 41                         | 19                      |
|                       | MY TRAVEL AIRWAYS UK          | C                 | 8                 | 0        | 0         | 50                         | 0                | 25               | 25                     | 0                      | 0                       | 37                         | 0                        | 0                          | 0                       |
| TOTAL GOA             |                               |                   | 26                | 0        | 0         | 42                         | 0                | 19               | 31                     | 8                      | 0                       | 62                         | 53                       | 41                         | 19                      |
| TOTAL INDIA           |                               |                   | 26                | 0        | 0         | 42                         | 0                | 19               | 31                     | 8                      | 0                       | 62                         | 53                       | 41                         | 19                      |
| <b>IRISH REPUBLIC</b> |                               |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| CONNAUGHT             | BMIBABY LTD                   | S                 | 8                 | 0        | 0         | 88                         | 0                | 0                | 0                      | 13                     | 0                       | 34                         | 0                        | 0                          | 0                       |
|                       | BRITISH AIRWAYS CITIEXPRESS L | S                 | 55                | 0        | 0         | 80                         | 2                | 4                | 15                     | 0                      | 0                       | 17                         | 78                       | 16                         | 36                      |
| TOTAL CONNAUGHT       |                               |                   | 63                | 0        | 0         | 81                         | 2                | 3                | 13                     | 2                      | 0                       | 20                         | 78                       | 16                         | 36                      |
| CORK                  | BMI BRITISH MIDLAND           | S                 | 44                | 0        | 0         | 45                         | 7                | 27               | 20                     | 0                      | 0                       | 30                         | 0                        | 0                          | 0                       |
|                       | BMIBABY LTD                   | S                 | 72                | 0        | 0         | 53                         | 11               | 10               | 24                     | 3                      | 0                       | 34                         | 0                        | 0                          | 0                       |
|                       | BRITISH AIRWAYS CITIEXPRESS L | S                 | 152               | 0        | 0         | 84                         | 4                | 10               | 2                      | 0                      | 0                       | 9                          | 90                       | 6                          | 153                     |
| TOTAL CORK            |                               |                   | 268               | 0        | 0         | 69                         | 6                | 13               | 11                     | 1                      | 0                       | 19                         | 90                       | 6                          | 153                     |
| DUBLIN                | AER ARRAN                     | C                 | 4                 | 0        | 0         | 75                         | 0                | 25               | 0                      | 0                      | 0                       | 11                         | 75                       | 6                          | 4                       |
|                       | AER LINGUS                    | S                 | 297               | 2        | 0         | 88                         | 6                | 2                | 3                      | 0                      | 0                       | 9                          | 80                       | 15                         | 322                     |
|                       | LUXAIR                        | S                 | 62                | 0        | 0         | 89                         | 8                | 2                | 2                      | 0                      | 0                       | 6                          | 98                       | 2                          | 62                      |
|                       | RYANAIR                       | S                 | 240               | 3        | 0         | 88                         | 7                | 4                | 2                      | 0                      | 0                       | 7                          | 87                       | 9                          | 179                     |
| TOTAL DUBLIN          |                               |                   | 604               | 5        | 0         | 88                         | 6                | 3                | 2                      | 0                      | 0                       | 8                          | 84                       | 11                         | 567                     |
| GALWAY                | AER ARRAN                     | S                 | 60                | 2        | 0         | 92                         | 7                | 2                | 0                      | 0                      | 0                       | 3                          | 0                        | 0                          | 0                       |
| TOTAL GALWAY          |                               |                   | 60                | 2        | 0         | 92                         | 7                | 2                | 0                      | 0                      | 0                       | 3                          | 0                        | 0                          | 0                       |
| SHANNON               | BRITISH AIRWAYS CITIEXPRESS L | S                 | 63                | 0        | 0         | 76                         | 8                | 8                | 6                      | 2                      | 0                       | 17                         | 92                       | 3                          | 63                      |
| TOTAL SHANNON         |                               |                   | 63                | 0        | 0         | 76                         | 8                | 8                | 6                      | 2                      | 0                       | 17                         | 92                       | 3                          | 63                      |
| TOTAL IRISH REPUBLIC  |                               |                   | 1058              | 7        | 0         | 82                         | 6                | 6                | 5                      | 0                      | 0                       | 12                         | 86                       | 10                         | 819                     |
| <b>ISRAEL</b>         |                               |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| OVDA                  | FLYJET LTD                    | C                 | 10                | 0        | 0         | 80                         | 20               | 0                | 0                      | 0                      | 0                       | 8                          | 0                        | 0                          | 0                       |
| TOTAL OVDA            |                               |                   | 10                | 0        | 0         | 80                         | 20               | 0                | 0                      | 0                      | 0                       | 8                          | 0                        | 0                          | 0                       |
| TOTAL ISRAEL          |                               |                   | 10                | 0        | 0         | 80                         | 20               | 0                | 0                      | 0                      | 0                       | 8                          | 0                        | 0                          | 0                       |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR MARCH 2004

Reporting Airport: MANCHESTER (Full Analysis)

| ORIGIN / DESTINATION          | AIRLINE                       | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         |                            | MAR 2003                 |                            |                         |
|-------------------------------|-------------------------------|-------------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                               |                               |                   | MATCHED           |          | UNMATCHED | Early to<br>15 mins        | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                               |                               |                   | Actual (7)        | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| <b>ITALY</b>                  |                               |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| BERGAMO                       | BRITISH AIRWAYS CITIEXPRESS L | C                 | 4                 | 0        | 0         | 75                         | 25               | 0                | 0                      | 0                      | 0                       | 9                          | 0                        | 0                          | 0                       |
|                               | MY TRAVEL AIRWAYS UK          | C                 | 8                 | 0        | 0         | 38                         | 13               | 38               | 13                     | 0                      | 0                       | 29                         | 44                       | 28                         | 9                       |
| <b>TOTAL BERGAMO</b>          |                               |                   | <b>12</b>         | <b>0</b> | <b>0</b>  | <b>50</b>                  | <b>17</b>        | <b>25</b>        | <b>8</b>               | <b>0</b>               | <b>0</b>                | <b>22</b>                  | <b>43</b>                | <b>25</b>                  | <b>14</b>               |
| BOLOGNA                       | BRITISH AIRWAYS CITIEXPRESS L | S                 | 28                | 0        | 0         | 75                         | 11               | 7                | 7                      | 0                      | 0                       | 13                         | 50                       | 15                         | 4                       |
| <b>TOTAL BOLOGNA</b>          |                               |                   | <b>28</b>         | <b>0</b> | <b>0</b>  | <b>75</b>                  | <b>11</b>        | <b>7</b>         | <b>7</b>               | <b>0</b>               | <b>0</b>                | <b>13</b>                  | <b>67</b>                | <b>10</b>                  | <b>6</b>                |
| MILAN (MALPENSA)              | BRITISH AIRWAYS CITIEXPRESS L | S                 | 104               | 0        | 0         | 85                         | 9                | 5                | 2                      | 0                      | 0                       | 8                          | 0                        | 0                          | 0                       |
| <b>TOTAL MILAN (MALPENSA)</b> |                               |                   | <b>104</b>        | <b>0</b> | <b>0</b>  | <b>85</b>                  | <b>9</b>         | <b>5</b>         | <b>2</b>               | <b>0</b>               | <b>0</b>                | <b>8</b>                   | <b>82</b>                | <b>8</b>                   | <b>102</b>              |
| NAPLES                        | BRITANNIA AIRWAYS             | C                 | 7                 | 0        | 0         | 57                         | 0                | 29               | 14                     | 0                      | 0                       | 23                         | 71                       | 9                          | 7                       |
| <b>TOTAL NAPLES</b>           |                               |                   | <b>7</b>          | <b>0</b> | <b>0</b>  | <b>57</b>                  | <b>0</b>         | <b>29</b>        | <b>14</b>              | <b>0</b>               | <b>0</b>                | <b>23</b>                  | <b>67</b>                | <b>12</b>                  | <b>9</b>                |
| PISA                          | BRITISH AIRWAYS CITIEXPRESS L | S                 | 45                | 0        | 0         | 73                         | 13               | 7                | 7                      | 0                      | 0                       | 12                         | 100                      | 0                          | 4                       |
| <b>TOTAL PISA</b>             |                               |                   | <b>45</b>         | <b>0</b> | <b>0</b>  | <b>73</b>                  | <b>13</b>        | <b>7</b>         | <b>7</b>               | <b>0</b>               | <b>0</b>                | <b>12</b>                  | <b>100</b>               | <b>0</b>                   | <b>5</b>                |
| ROME (FIUMICINO)              | BRITISH AIRWAYS CITIEXPRESS L | S                 | 67                | 0        | 0         | 75                         | 12               | 6                | 7                      | 0                      | 0                       | 14                         | 0                        | 0                          | 0                       |
| <b>TOTAL ROME (FIUMICINO)</b> |                               |                   | <b>67</b>         | <b>0</b> | <b>0</b>  | <b>75</b>                  | <b>12</b>        | <b>6</b>         | <b>7</b>               | <b>0</b>               | <b>0</b>                | <b>14</b>                  | <b>73</b>                | <b>17</b>                  | <b>52</b>               |
| <b>TURIN</b>                  |                               |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
|                               | BRITANNIA AIRWAYS             | C                 | 8                 | 0        | 0         | 63                         | 25               | 0                | 0                      | 13                     | 0                       | 35                         | 90                       | 5                          | 10                      |
|                               | BRITISH AIRWAYS CITIEXPRESS L | C                 | 6                 | 0        | 0         | 17                         | 33               | 33               | 17                     | 0                      | 0                       | 30                         | 0                        | 0                          | 0                       |
|                               | FIRST CHOICE AIRWAYS LTD      | C                 | 10                | 1        | 0         | 80                         | 10               | 0                | 10                     | 0                      | 0                       | 13                         | 57                       | 27                         | 14                      |
|                               | MY TRAVEL AIRWAYS UK          | C                 | 8                 | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 1                          | 67                       | 50                         | 9                       |
|                               | THOMAS COOK AIRLINES LTD      | C                 | 7                 | 0        | 0         | 86                         | 14               | 0                | 0                      | 0                      | 0                       | 4                          | 0                        | 0                          | 0                       |
| <b>TOTAL TURIN</b>            |                               |                   | <b>39</b>         | <b>1</b> | <b>0</b>  | <b>72</b>                  | <b>15</b>        | <b>5</b>         | <b>5</b>               | <b>3</b>               | <b>0</b>                | <b>16</b>                  | <b>76</b>                | <b>20</b>                  | <b>50</b>               |
| VENICE                        | BRITISH AIRWAYS CITIEXPRESS L | S                 | 63                | 0        | 0         | 79                         | 11               | 6                | 3                      | 0                      | 0                       | 9                          | 65                       | 17                         | 60                      |
| <b>TOTAL VENICE</b>           |                               |                   | <b>63</b>         | <b>0</b> | <b>0</b>  | <b>79</b>                  | <b>11</b>        | <b>6</b>         | <b>3</b>               | <b>0</b>               | <b>0</b>                | <b>9</b>                   | <b>65</b>                | <b>17</b>                  | <b>62</b>               |
| VERONA                        | BRITANNIA AIRWAYS             | C                 | 7                 | 0        | 0         | 43                         | 0                | 29               | 29                     | 0                      | 0                       | 32                         | 0                        | 0                          | 0                       |
|                               | FIRST CHOICE AIRWAYS LTD      | C                 | 7                 | 1        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 0                          | 90                       | 9                          | 10                      |
| <b>TOTAL VERONA</b>           |                               |                   | <b>14</b>         | <b>1</b> | <b>0</b>  | <b>71</b>                  | <b>0</b>         | <b>14</b>        | <b>14</b>              | <b>0</b>               | <b>0</b>                | <b>16</b>                  | <b>90</b>                | <b>9</b>                   | <b>10</b>               |
| <b>TOTAL ITALY</b>            |                               |                   | <b>379</b>        | <b>2</b> | <b>0</b>  | <b>77</b>                  | <b>11</b>        | <b>7</b>         | <b>5</b>               | <b>0</b>               | <b>0</b>                | <b>12</b>                  | <b>75</b>                | <b>14</b>                  | <b>316</b>              |
| <b>JAMAICA</b>                |                               |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| KINGSTON                      | AIR JAMAICA                   | S                 | 18                | 0        | 0         | 61                         | 17               | 11               | 6                      | 6                      | 0                       | 31                         | 62                       | 30                         | 13                      |
| <b>TOTAL KINGSTON</b>         |                               |                   | <b>18</b>         | <b>0</b> | <b>0</b>  | <b>61</b>                  | <b>17</b>        | <b>11</b>        | <b>6</b>               | <b>6</b>               | <b>0</b>                | <b>31</b>                  | <b>62</b>                | <b>30</b>                  | <b>13</b>               |
| MONTEGO BAY                   | FIRST CHOICE AIRWAYS LTD      | C                 | 10                | 0        | 0         | 70                         | 10               | 20               | 0                      | 0                      | 0                       | 11                         | 75                       | 14                         | 8                       |
|                               | MY TRAVEL AIRWAYS UK          | C                 | 15                | 0        | 0         | 67                         | 13               | 7                | 13                     | 0                      | 0                       | 16                         | 22                       | 94                         | 18                      |
| <b>TOTAL MONTEGO BAY</b>      |                               |                   | <b>25</b>         | <b>0</b> | <b>0</b>  | <b>68</b>                  | <b>12</b>        | <b>12</b>        | <b>8</b>               | <b>0</b>               | <b>0</b>                | <b>14</b>                  | <b>39</b>                | <b>62</b>                  | <b>31</b>               |
| <b>TOTAL JAMAICA</b>          |                               |                   | <b>43</b>         | <b>0</b> | <b>0</b>  | <b>65</b>                  | <b>14</b>        | <b>12</b>        | <b>7</b>               | <b>2</b>               | <b>0</b>                | <b>21</b>                  | <b>45</b>                | <b>53</b>                  | <b>44</b>               |
| <b>LUXEMBOURG</b>             |                               |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| LUXEMBOURG                    | LUXAIR                        | S                 | 62                | 0        | 0         | 90                         | 3                | 6                | 0                      | 0                      | 0                       | 5                          | 97                       | 2                          | 62                      |
| <b>TOTAL LUXEMBOURG</b>       |                               |                   | <b>62</b>         | <b>0</b> | <b>0</b>  | <b>90</b>                  | <b>3</b>         | <b>6</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>5</b>                   | <b>97</b>                | <b>2</b>                   | <b>62</b>               |
| <b>TOTAL LUXEMBOURG</b>       |                               |                   | <b>62</b>         | <b>0</b> | <b>0</b>  | <b>90</b>                  | <b>3</b>         | <b>6</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>5</b>                   | <b>97</b>                | <b>2</b>                   | <b>62</b>               |
| <b>MALAYSIA</b>               |                               |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| KUALA LUMPUR (SEPANG)         | MALAYSIAN AIRLINES SYSTEM-MA  | S                 | 34                | 0        | 0         | 85                         | 9                | 0                | 3                      | 3                      | 0                       | 11                         | 77                       | 11                         | 26                      |

## CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR MARCH 2004

## Reporting Airport: MANCHESTER (Full Analysis)

| ORIGIN / DESTINATION               | AIRLINE                       | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         | MAR 2003                   |                          |                            |                         |
|------------------------------------|-------------------------------|-------------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                                    |                               |                   | MATCHED           |          | UNMATCHED | Early to<br>15 mins        | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                                    |                               |                   | Actual (7)        | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| <b>TOTAL KUALA LUMPUR (SEPANG)</b> |                               |                   | <b>34</b>         | <b>0</b> | <b>0</b>  | <b>85</b>                  | <b>9</b>         | <b>0</b>         | <b>3</b>               | <b>3</b>               | <b>0</b>                | <b>11</b>                  | <b>77</b>                | <b>11</b>                  | <b>26</b>               |
| <b>TOTAL MALAYSIA</b>              |                               |                   | <b>34</b>         | <b>0</b> | <b>0</b>  | <b>85</b>                  | <b>9</b>         | <b>0</b>         | <b>3</b>               | <b>3</b>               | <b>0</b>                | <b>11</b>                  | <b>77</b>                | <b>11</b>                  | <b>26</b>               |
| <b>MALDIVE ISLANDS</b>             |                               |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| <b>MALE INTERNATIONAL</b>          | BRITANNIA AIRWAYS             | C                 | 9                 | 0        | 0         | 44                         | 11               | 44               | 0                      | 0                      | 0                       | 18                         | 0                        | 0                          | 0                       |
|                                    | MY TRAVEL AIRWAYS UK          | C                 | 9                 | 0        | 0         | 78                         | 11               | 0                | 0                      | 0                      | 11                      | 163                        | 0                        | 0                          | 0                       |
| <b>TOTAL MALE INTERNATIONAL</b>    |                               |                   | <b>18</b>         | <b>0</b> | <b>0</b>  | <b>61</b>                  | <b>11</b>        | <b>22</b>        | <b>0</b>               | <b>0</b>               | <b>6</b>                | <b>91</b>                  | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| <b>TOTAL MALDIVE ISLANDS</b>       |                               |                   | <b>18</b>         | <b>0</b> | <b>0</b>  | <b>61</b>                  | <b>11</b>        | <b>22</b>        | <b>0</b>               | <b>0</b>               | <b>6</b>                | <b>91</b>                  | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| <b>MALTA</b>                       |                               |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| <b>MALTA</b>                       | AIR MALTA                     | S                 | 62                | 0        | 0         | 81                         | 13               | 6                | 0                      | 0                      | 0                       | 9                          | 87                       | 6                          | 54                      |
|                                    | ASTRAEUS LTD                  | S                 | 8                 | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 0                          | 50                       | 20                         | 8                       |
|                                    | BRITANNIA AIRWAYS             | C                 | 10                | 0        | 0         | 90                         | 0                | 0                | 10                     | 0                      | 0                       | 9                          | 82                       | 8                          | 17                      |
|                                    | MY TRAVEL AIRWAYS UK          | C                 | 10                | 0        | 0         | 90                         | 10               | 0                | 0                      | 0                      | 0                       | 3                          | 100                      | 3                          | 8                       |
|                                    | THOMAS COOK AIRLINES LTD      | C                 | 10                | 0        | 0         | 90                         | 10               | 0                | 0                      | 0                      | 0                       | 5                          | 100                      | 0                          | 7                       |
| <b>TOTAL MALTA</b>                 |                               |                   | <b>100</b>        | <b>0</b> | <b>0</b>  | <b>85</b>                  | <b>10</b>        | <b>4</b>         | <b>1</b>               | <b>0</b>               | <b>0</b>                | <b>7</b>                   | <b>84</b>                | <b>8</b>                   | <b>112</b>              |
| <b>TOTAL MALTA</b>                 |                               |                   | <b>100</b>        | <b>0</b> | <b>0</b>  | <b>85</b>                  | <b>10</b>        | <b>4</b>         | <b>1</b>               | <b>0</b>               | <b>0</b>                | <b>7</b>                   | <b>84</b>                | <b>8</b>                   | <b>112</b>              |
| <b>MEXICO</b>                      |                               |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| <b>CANCUN</b>                      | BRITANNIA AIRWAYS             | C                 | 7                 | 1        | 0         | 43                         | 29               | 0                | 29                     | 0                      | 0                       | 31                         | 0                        | 0                          | 0                       |
|                                    | FIRST CHOICE AIRWAYS LTD      | C                 | 10                | 0        | 0         | 80                         | 0                | 10               | 10                     | 0                      | 0                       | 12                         | 50                       | 44                         | 8                       |
|                                    | MY TRAVEL AIRWAYS UK          | C                 | 8                 | 1        | 0         | 50                         | 25               | 13               | 13                     | 0                      | 0                       | 29                         | 38                       | 66                         | 8                       |
| <b>TOTAL CANCUN</b>                |                               |                   | <b>25</b>         | <b>2</b> | <b>0</b>  | <b>60</b>                  | <b>16</b>        | <b>8</b>         | <b>16</b>              | <b>0</b>               | <b>0</b>                | <b>22</b>                  | <b>44</b>                | <b>55</b>                  | <b>16</b>               |
| <b>TOTAL MEXICO</b>                |                               |                   | <b>25</b>         | <b>2</b> | <b>0</b>  | <b>60</b>                  | <b>16</b>        | <b>8</b>         | <b>16</b>              | <b>0</b>               | <b>0</b>                | <b>22</b>                  | <b>39</b>                | <b>60</b>                  | <b>18</b>               |
| <b>MOROCCO</b>                     |                               |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| <b>AGADIR</b>                      | MY TRAVEL AIRWAYS UK          | C                 | 9                 | 0        | 0         | 78                         | 11               | 11               | 0                      | 0                      | 0                       | 7                          | 60                       | 30                         | 10                      |
| <b>TOTAL AGADIR</b>                |                               |                   | <b>9</b>          | <b>0</b> | <b>0</b>  | <b>78</b>                  | <b>11</b>        | <b>11</b>        | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>7</b>                   | <b>60</b>                | <b>30</b>                  | <b>10</b>               |
| <b>TOTAL MOROCCO</b>               |                               |                   | <b>9</b>          | <b>0</b> | <b>0</b>  | <b>78</b>                  | <b>11</b>        | <b>11</b>        | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>7</b>                   | <b>60</b>                | <b>30</b>                  | <b>10</b>               |
| <b>NETHERLANDS</b>                 |                               |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| <b>AMSTERDAM</b>                   | BRITISH AIRWAYS CITIEXPRESS L | S                 | 169               | 0        | 0         | 86                         | 5                | 5                | 4                      | 0                      | 0                       | 7                          | 0                        | 0                          | 0                       |
|                                    | KLM                           | S                 | 128               | 0        | 2         | 88                         | 9                | 2                | 1                      | 1                      | 0                       | 8                          | 0                        | 0                          | 0                       |
|                                    | KLM CITYHOPPER                | S                 | 250               | 0        | 0         | 80                         | 11               | 5                | 4                      | 0                      | 0                       | 11                         | 77                       | 24                         | 30                      |
| <b>TOTAL AMSTERDAM</b>             |                               |                   | <b>547</b>        | <b>0</b> | <b>2</b>  | <b>84</b>                  | <b>8</b>         | <b>5</b>         | <b>3</b>               | <b>0</b>               | <b>0</b>                | <b>9</b>                   | <b>79</b>                | <b>15</b>                  | <b>648</b>              |
| <b>TOTAL NETHERLANDS</b>           |                               |                   | <b>547</b>        | <b>0</b> | <b>2</b>  | <b>84</b>                  | <b>8</b>         | <b>5</b>         | <b>3</b>               | <b>0</b>               | <b>0</b>                | <b>9</b>                   | <b>79</b>                | <b>15</b>                  | <b>648</b>              |
| <b>NORWAY</b>                      |                               |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| <b>BERGEN</b>                      | WIDEROE FLYVESELSKAP A/S      | S                 | 53                | 0        | 1         | 77                         | 9                | 4                | 4                      | 4                      | 2                       | 32                         | 0                        | 0                          | 0                       |
| <b>TOTAL BERGEN</b>                |                               |                   | <b>53</b>         | <b>0</b> | <b>1</b>  | <b>77</b>                  | <b>9</b>         | <b>4</b>         | <b>4</b>               | <b>4</b>               | <b>2</b>                | <b>32</b>                  | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| <b>OSLO (GARDERMOEN)</b>           | BRITISH AIRWAYS CITIEXPRESS L | S                 | 109               | 0        | 0         | 97                         | 1                | 2                | 0                      | 0                      | 0                       | 1                          | 88                       | 6                          | 104                     |
| <b>TOTAL OSLO (GARDERMOEN)</b>     |                               |                   | <b>109</b>        | <b>0</b> | <b>0</b>  | <b>97</b>                  | <b>1</b>         | <b>2</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>1</b>                   | <b>88</b>                | <b>6</b>                   | <b>104</b>              |
| <b>TOTAL NORWAY</b>                |                               |                   | <b>162</b>        | <b>0</b> | <b>1</b>  | <b>91</b>                  | <b>4</b>         | <b>2</b>         | <b>1</b>               | <b>1</b>               | <b>1</b>                | <b>11</b>                  | <b>88</b>                | <b>6</b>                   | <b>106</b>              |

## CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR MARCH 2004

## Reporting Airport: MANCHESTER (Full Analysis)

| ORIGIN / DESTINATION                     | AIRLINE                   | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         |                            | MAR 2003                 |                            |                         |
|--|---------------------------|-------------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|  |                           |                   | MATCHED           |          | UNMATCHED | Early to<br>15 mins        | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|  |                           |                   | Actual (7)        | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| <b>PAKISTAN</b>                          |                           |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| ISLAMABAD                                | PAKISTAN INTL AIRLINES    | S                 | 37                | 2        | 0         | 19                         | 22               | 41               | 14                     | 5                      | 0                       | 49                         | 61                       | 21                         | 28                      |
| <b>TOTAL ISLAMABAD</b>                   |                           |                   | <b>37</b>         | <b>2</b> | <b>0</b>  | <b>19</b>                  | <b>22</b>        | <b>41</b>        | <b>14</b>              | <b>5</b>               | <b>0</b>                | <b>49</b>                  | <b>61</b>                | <b>21</b>                  | <b>28</b>               |
| KARACHI                                  | PAKISTAN INTL AIRLINES    | S                 | 37                | 0        | 0         | 62                         | 14               | 19               | 0                      | 3                      | 3                       | 55                         | 68                       | 17                         | 37                      |
| <b>TOTAL KARACHI</b>                     |                           |                   | <b>37</b>         | <b>0</b> | <b>0</b>  | <b>62</b>                  | <b>14</b>        | <b>19</b>        | <b>0</b>               | <b>3</b>               | <b>3</b>                | <b>55</b>                  | <b>68</b>                | <b>17</b>                  | <b>37</b>               |
| LAHORE                                   | PAKISTAN INTL AIRLINES    | S                 | 10                | 0        | 0         | 50                         | 0                | 30               | 20                     | 0                      | 0                       | 34                         | 44                       | 36                         | 9                       |
| <b>TOTAL LAHORE</b>                      |                           |                   | <b>10</b>         | <b>0</b> | <b>0</b>  | <b>50</b>                  | <b>0</b>         | <b>30</b>        | <b>20</b>              | <b>0</b>               | <b>0</b>                | <b>34</b>                  | <b>44</b>                | <b>36</b>                  | <b>9</b>                |
| <b>TOTAL PAKISTAN</b>                    |                           |                   | <b>84</b>         | <b>2</b> | <b>0</b>  | <b>42</b>                  | <b>15</b>        | <b>30</b>        | <b>8</b>               | <b>4</b>               | <b>1</b>                | <b>50</b>                  | <b>62</b>                | <b>21</b>                  | <b>74</b>               |
| <b>POLAND</b>                            |                           |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| RZESZOW                                  | FLYBE.BRITISH EUROPEAN    | C                 | 2                 | 0        | 0         | 50                         | 50               | 0                | 0                      | 0                      | 0                       | 13                         | 0                        | 0                          | 0                       |
| <b>TOTAL RZESZOW</b>                     |                           |                   | <b>2</b>          | <b>0</b> | <b>0</b>  | <b>50</b>                  | <b>50</b>        | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>13</b>                  | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| WARSAW                                   | LOT-POLISH AIRLINES       | S                 | 54                | 0        | 0         | 98                         | 2                | 0                | 0                      | 0                      | 0                       | 1                          | 94                       | 5                          | 52                      |
| <b>TOTAL WARSAW</b>                      |                           |                   | <b>54</b>         | <b>0</b> | <b>0</b>  | <b>98</b>                  | <b>2</b>         | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>1</b>                   | <b>94</b>                | <b>5</b>                   | <b>52</b>               |
| <b>TOTAL POLAND</b>                      |                           |                   | <b>56</b>         | <b>0</b> | <b>0</b>  | <b>96</b>                  | <b>4</b>         | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>1</b>                   | <b>94</b>                | <b>5</b>                   | <b>54</b>               |
| <b>PORTUGAL(EXCLUDING MADEIRA)</b>       |                           |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| FARO                                     | AIR MALTA                 | C                 | 8                 | 0        | 0         | 38                         | 25               | 38               | 0                      | 0                      | 0                       | 23                         | 0                        | 0                          | 0                       |
|  | BRITANNIA AIRWAYS         | C                 | 8                 | 0        | 0         | 88                         | 13               | 0                | 0                      | 0                      | 0                       | 9                          | 88                       | 9                          | 8                       |
|  | CHANNEL EXPRESS (AIR SVS) | C                 | 2                 | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 4                          | 0                        | 0                          | 0                       |
|  | FIRST CHOICE AIRWAYS LTD  | C                 | 24                | 0        | 0         | 79                         | 8                | 4                | 4                      | 4                      | 0                       | 20                         | 75                       | 14                         | 28                      |
|  | MONARCH AIRLINES          | C                 | 8                 | 0        | 0         | 88                         | 0                | 13               | 0                      | 0                      | 0                       | 8                          | 60                       | 18                         | 10                      |
|  | MONARCH AIRLINES          | S                 | 62                | 0        | 0         | 87                         | 8                | 5                | 0                      | 0                      | 0                       | 7                          | 71                       | 11                         | 28                      |
|  | MY TRAVEL AIRWAYS UK      | C                 | 16                | 0        | 0         | 75                         | 13               | 13               | 0                      | 0                      | 0                       | 11                         | 57                       | 17                         | 28                      |
|  | THOMAS COOK AIRLINES LTD  | C                 | 17                | 0        | 0         | 94                         | 0                | 6                | 0                      | 0                      | 0                       | 5                          | 85                       | 5                          | 20                      |
| <b>TOTAL FARO</b>                        |                           |                   | <b>145</b>        | <b>0</b> | <b>0</b>  | <b>83</b>                  | <b>8</b>         | <b>8</b>         | <b>1</b>               | <b>1</b>               | <b>0</b>                | <b>10</b>                  | <b>73</b>                | <b>12</b>                  | <b>133</b>              |
| LISBON                                   | PORTUGALIA                | S                 | 56                | 0        | 0         | 86                         | 14               | 0                | 0                      | 0                      | 0                       | 6                          | 94                       | 3                          | 62                      |
| <b>TOTAL LISBON</b>                      |                           |                   | <b>57</b>         | <b>0</b> | <b>0</b>  | <b>84</b>                  | <b>16</b>        | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>6</b>                   | <b>94</b>                | <b>3</b>                   | <b>62</b>               |
| OPORTO (PORTUGAL)                        | AIR EUROPA                | C                 | 2                 | 0        | 0         | 0                          | 50               | 0                | 50                     | 0                      | 0                       | 43                         | 0                        | 0                          | 0                       |
|  | AIR LUXOR                 | C                 | 3                 | 0        | 0         | 0                          | 33               | 33               | 33                     | 0                      | 0                       | 48                         | 0                        | 0                          | 0                       |
|  | IBERWORLD                 | C                 | 2                 | 0        | 0         | 0                          | 0                | 50               | 50                     | 0                      | 0                       | 50                         | 0                        | 0                          | 0                       |
|  | SATA                      | C                 | 4                 | 0        | 0         | 50                         | 0                | 25               | 25                     | 0                      | 0                       | 31                         | 0                        | 0                          | 0                       |
|  | SPANAIR                   | C                 | 6                 | 0        | 0         | 0                          | 17               | 50               | 33                     | 0                      | 0                       | 44                         | 0                        | 0                          | 0                       |
| <b>TOTAL OPORTO (PORTUGAL)</b>           |                           |                   | <b>17</b>         | <b>0</b> | <b>0</b>  | <b>12</b>                  | <b>18</b>        | <b>35</b>        | <b>35</b>              | <b>0</b>               | <b>0</b>                | <b>42</b>                  | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| <b>TOTAL PORTUGAL(EXCLUDING MADEIRA)</b> |                           |                   | <b>219</b>        | <b>0</b> | <b>0</b>  | <b>78</b>                  | <b>11</b>        | <b>8</b>         | <b>3</b>               | <b>0</b>               | <b>0</b>                | <b>12</b>                  | <b>79</b>                | <b>9</b>                   | <b>195</b>              |
| <b>PORTUGAL(MADEIRA)</b>                 |                           |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| FUNCHAL                                  | BRITANNIA AIRWAYS         | C                 | 12                | 0        | 0         | 75                         | 17               | 8                | 0                      | 0                      | 0                       | 8                          | 100                      | 0                          | 10                      |
|  | EXCEL AIRWAYS LTD         | C                 | 10                | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 2                          | 90                       | 5                          | 10                      |
|  | FIRST CHOICE AIRWAYS LTD  | C                 | 9                 | 1        | 0         | 67                         | 33               | 0                | 0                      | 0                      | 0                       | 8                          | 90                       | 8                          | 10                      |
|  | THOMAS COOK AIRLINES LTD  | C                 | 10                | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 1                          | 80                       | 25                         | 10                      |
| <b>TOTAL FUNCHAL</b>                     |                           |                   | <b>41</b>         | <b>1</b> | <b>0</b>  | <b>85</b>                  | <b>12</b>        | <b>2</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>5</b>                   | <b>92</b>                | <b>8</b>                   | <b>48</b>               |
| <b>TOTAL PORTUGAL(MADEIRA)</b>           |                           |                   | <b>41</b>         | <b>1</b> | <b>0</b>  | <b>85</b>                  | <b>12</b>        | <b>2</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>5</b>                   | <b>92</b>                | <b>8</b>                   | <b>48</b>               |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR MARCH 2004

Reporting Airport: MANCHESTER (Full Analysis)

| ORIGIN / DESTINATION            | AIRLINE                       | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         |                            | MAR 2003                 |                            |                         |
|---------------------------------|-------------------------------|-------------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                                 |                               |                   | MATCHED           |          | UNMATCHED | Early to<br>15 mins        | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                                 |                               |                   | Actual (7)        | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| <b>QATAR</b>                    |                               |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| DOHA                            | QATAR AIRWAYS                 | S                 | 36                | 0        | 0         | 78                         | 6                | 11               | 6                      | 0                      | 0                       | 12                         | 0                        | 0                          | 0                       |
| TOTAL DOHA                      |                               |                   | 36                | 0        | 0         | 78                         | 6                | 11               | 6                      | 0                      | 0                       | 12                         | 0                        | 0                          | 0                       |
| TOTAL QATAR                     |                               |                   | 36                | 0        | 0         | 78                         | 6                | 11               | 6                      | 0                      | 0                       | 12                         | 0                        | 0                          | 0                       |
| <b>REPUBLIC OF SOUTH AFRICA</b> |                               |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| CAPE TOWN                       | ICELANDAIR                    | C                 | 18                | 1        | 0         | 50                         | 17               | 11               | 17                     | 6                      | 0                       | 37                         | 0                        | 0                          | 0                       |
| TOTAL CAPE TOWN                 |                               |                   | 18                | 1        | 0         | 50                         | 17               | 11               | 17                     | 6                      | 0                       | 37                         | 0                        | 0                          | 0                       |
| TOTAL REPUBLIC OF SOUTH AFRICA  |                               |                   | 18                | 1        | 0         | 50                         | 17               | 11               | 17                     | 6                      | 0                       | 37                         | 0                        | 0                          | 0                       |
| <b>SINGAPORE</b>                |                               |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| SINGAPORE                       | SINGAPORE AIRLINES            | S                 | 59                | 3        | 3         | 80                         | 8                | 8                | 3                      | 0                      | 0                       | 11                         | 31                       | 27                         | 62                      |
| TOTAL SINGAPORE                 |                               |                   | 59                | 3        | 3         | 80                         | 8                | 8                | 3                      | 0                      | 0                       | 11                         | 31                       | 27                         | 62                      |
| TOTAL SINGAPORE                 |                               |                   | 59                | 3        | 3         | 80                         | 8                | 8                | 3                      | 0                      | 0                       | 11                         | 31                       | 27                         | 62                      |
| <b>SPAIN</b>                    |                               |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| ALICANTE                        | BMI BRITISH MIDLAND           | C                 | 8                 | 0        | 0         | 25                         | 25               | 25               | 25                     | 0                      | 0                       | 37                         | 0                        | 0                          | 0                       |
|                                 | BMI BRITISH MIDLAND           | S                 | 22                | 0        | 1         | 14                         | 9                | 50               | 27                     | 0                      | 0                       | 52                         | 0                        | 0                          | 0                       |
|                                 | BMIBABY LTD                   | S                 | 39                | 0        | 0         | 28                         | 10               | 23               | 28                     | 10                     | 0                       | 63                         | 0                        | 0                          | 0                       |
|                                 | BRITANNIA AIRWAYS             | C                 | 36                | 0        | 0         | 83                         | 6                | 3                | 6                      | 3                      | 0                       | 17                         | 76                       | 8                          | 34                      |
|                                 | EXCEL AIRWAYS LTD             | C                 | 8                 | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 2                          | 0                        | 0                          | 0                       |
|                                 | FIRST CHOICE AIRWAYS LTD      | C                 | 54                | 0        | 0         | 83                         | 11               | 4                | 2                      | 0                      | 0                       | 6                          | 67                       | 13                         | 54                      |
|                                 | MONARCH AIRLINES              | C                 | 8                 | 0        | 0         | 38                         | 25               | 13               | 0                      | 25                     | 0                       | 78                         | 70                       | 39                         | 10                      |
|                                 | MONARCH AIRLINES              | S                 | 124               | 0        | 0         | 90                         | 7                | 2                | 2                      | 0                      | 0                       | 7                          | 82                       | 10                         | 62                      |
|                                 | MY TRAVEL AIRWAYS UK          | C                 | 28                | 0        | 0         | 86                         | 7                | 0                | 7                      | 0                      | 0                       | 10                         | 78                       | 45                         | 36                      |
|                                 | THOMAS COOK AIRLINES LTD      | C                 | 26                | 0        | 0         | 96                         | 4                | 0                | 0                      | 0                      | 0                       | 2                          | 100                      | 0                          | 28                      |
| TOTAL ALICANTE                  |                               |                   | 353               | 1        | 1         | 74                         | 8                | 8                | 7                      | 2                      | 0                       | 19                         | 77                       | 16                         | 234                     |
| ALMERIA                         | MY TRAVEL AIRWAYS UK          | C                 | 8                 | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 1                          | 88                       | 10                         | 8                       |
| TOTAL ALMERIA                   |                               |                   | 8                 | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 1                          | 88                       | 10                         | 8                       |
| <b>BARCELONA</b>                |                               |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
|                                 | BMI BRITISH MIDLAND           | S                 | 20                | 0        | 0         | 50                         | 15               | 25               | 10                     | 0                      | 0                       | 24                         | 0                        | 0                          | 0                       |
|                                 | BMIBABY LTD                   | S                 | 34                | 0        | 0         | 50                         | 18               | 15               | 12                     | 6                      | 0                       | 39                         | 0                        | 0                          | 0                       |
|                                 | FIRST CHOICE AIRWAYS LTD      | C                 | 6                 | 0        | 0         | 50                         | 50               | 0                | 0                      | 0                      | 0                       | 13                         | 29                       | 36                         | 7                       |
|                                 | IBERIA                        | S                 | 62                | 0        | 0         | 79                         | 16               | 5                | 0                      | 0                      | 0                       | 8                          | 84                       | 9                          | 62                      |
|                                 | MONARCH AIRLINES              | S                 | 54                | 0        | 0         | 83                         | 7                | 9                | 0                      | 0                      | 0                       | 9                          | 0                        | 0                          | 0                       |
| TOTAL BARCELONA                 |                               |                   | 176               | 0        | 0         | 70                         | 15               | 10               | 3                      | 1                      | 0                       | 16                         | 77                       | 12                         | 73                      |
| JEREZ                           | BLUE LINE                     | C                 | 4                 | 0        | 0         | 75                         | 25               | 0                | 0                      | 0                      | 0                       | 7                          | 0                        | 0                          | 0                       |
| TOTAL JEREZ                     |                               |                   | 6                 | 0        | 0         | 67                         | 17               | 17               | 0                      | 0                      | 0                       | 14                         | 0                        | 0                          | 0                       |
| <b>MADRID</b>                   |                               |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
|                                 | AIR NOSTRUM                   | S                 | 62                | 0        | 0         | 61                         | 26               | 11               | 2                      | 0                      | 0                       | 13                         | 0                        | 0                          | 0                       |
|                                 | BRITISH AIRWAYS CITIEXPRESS L | S                 | 108               | 0        | 0         | 85                         | 8                | 4                | 3                      | 0                      | 0                       | 8                          | 0                        | 0                          | 0                       |
| TOTAL MADRID                    |                               |                   | 170               | 0        | 0         | 76                         | 15               | 6                | 2                      | 0                      | 0                       | 10                         | 69                       | 14                         | 106                     |
| <b>MALAGA</b>                   |                               |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
|                                 | AIR CORDIAL LTD               | C                 | 8                 | 0        | 0         | 25                         | 38               | 25               | 13                     | 0                      | 0                       | 31                         | 0                        | 0                          | 0                       |
|                                 | AIR MALTA                     | C                 | 8                 | 0        | 0         | 88                         | 0                | 13               | 0                      | 0                      | 0                       | 10                         | 0                        | 0                          | 0                       |
|                                 | ASTRAEUS LTD                  | C                 | 2                 | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 2                          | 0                        | 0                          | 0                       |
|                                 | BMI BRITISH MIDLAND           | S                 | 22                | 1        | 0         | 50                         | 18               | 14               | 18                     | 0                      | 0                       | 31                         | 0                        | 0                          | 0                       |
|                                 | BMIBABY LTD                   | S                 | 40                | 0        | 0         | 35                         | 28               | 28               | 10                     | 0                      | 0                       | 28                         | 0                        | 0                          | 0                       |



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| ORIGIN / DESTINATION           | AIRLINE                  | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         | MAR 2003                   |                          |                            |                         |
|--------------------------------|--------------------------|-------------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                                |                          |                   | MATCHED           |          | UNMATCHED | Early to<br>15 mins        | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                                |                          |                   | Actual (7)        | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| MALAGA                         | BRITANNIA AIRWAYS        | C                 | 26                | 0        | 0         | 92                         | 0                | 0                | 4                      | 4                      | 0                       | 12                         | 82                       | 8                          | 28                      |
|                                | FIRST CHOICE AIRWAYS LTD | C                 | 32                | 0        | 0         | 81                         | 13               | 0                | 6                      | 0                      | 0                       | 14                         | 53                       | 25                         | 38                      |
|                                | MONARCH AIRLINES         | S                 | 124               | 0        | 0         | 81                         | 12               | 5                | 2                      | 0                      | 0                       | 9                          | 77                       | 19                         | 62                      |
|                                | MY TRAVEL AIRWAYS UK     | C                 | 21                | 0        | 0         | 86                         | 0                | 5                | 0                      | 10                     | 0                       | 25                         | 52                       | 20                         | 27                      |
|                                | THOMAS COOK AIRLINES LTD | C                 | 11                | 0        | 0         | 82                         | 9                | 9                | 0                      | 0                      | 0                       | 8                          | 90                       | 5                          | 30                      |
| <b>TOTAL MALAGA</b>            |                          |                   | <b>294</b>        | <b>1</b> | <b>0</b>  | <b>72</b>                  | <b>13</b>        | <b>9</b>         | <b>5</b>               | <b>1</b>               | <b>0</b>                | <b>16</b>                  | <b>67</b>                | <b>18</b>                  | <b>235</b>              |
| MURCIA SAN JAVIER              | BMI BRITISH MIDLAND      | S                 | 2                 | 0        | 0         | 50                         | 0                | 50               | 0                      | 0                      | 0                       | 22                         | 0                        | 0                          | 0                       |
|                                | BMIBABY LTD              | S                 | 6                 | 0        | 0         | 33                         | 33               | 33               | 0                      | 0                      | 0                       | 21                         | 0                        | 0                          | 0                       |
| <b>TOTAL MURCIA SAN JAVIER</b> |                          |                   | <b>8</b>          | <b>0</b> | <b>0</b>  | <b>38</b>                  | <b>25</b>        | <b>38</b>        | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>21</b>                  | <b>10</b>                | <b>53</b>                  | <b>10</b>               |
| PALMA DE MALLORCA              | BMI BRITISH MIDLAND      | S                 | 22                | 0        | 0         | 55                         | 14               | 32               | 0                      | 0                      | 0                       | 21                         | 0                        | 0                          | 0                       |
|                                | BMIBABY LTD              | S                 | 40                | 0        | 0         | 38                         | 20               | 28               | 15                     | 0                      | 0                       | 31                         | 0                        | 0                          | 0                       |
|                                | BRITANNIA AIRWAYS        | C                 | 18                | 1        | 0         | 61                         | 11               | 22               | 6                      | 0                      | 0                       | 19                         | 83                       | 7                          | 18                      |
|                                | FIRST CHOICE AIRWAYS LTD | C                 | 10                | 0        | 0         | 70                         | 10               | 10               | 10                     | 0                      | 0                       | 15                         | 75                       | 10                         | 8                       |
|                                | MONARCH AIRLINES         | S                 | 12                | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 1                          | 0                        | 0                          | 0                       |
|                                | MY TRAVEL AIRWAYS UK     | C                 | 26                | 0        | 0         | 77                         | 8                | 8                | 4                      | 4                      | 0                       | 22                         | 93                       | 5                          | 29                      |
|                                | SPANAIR                  | C                 | 8                 | 0        | 0         | 63                         | 25               | 13               | 0                      | 0                      | 0                       | 12                         | 75                       | 8                          | 8                       |
|                                | THOMAS COOK AIRLINES LTD | C                 | 6                 | 5        | 0         | 67                         | 0                | 17               | 0                      | 17                     | 0                       | 58                         | 70                       | 21                         | 20                      |
| <b>TOTAL PALMA DE MALLORCA</b> |                          |                   | <b>142</b>        | <b>6</b> | <b>0</b>  | <b>61</b>                  | <b>13</b>        | <b>19</b>        | <b>6</b>               | <b>1</b>               | <b>0</b>                | <b>23</b>                  | <b>82</b>                | <b>10</b>                  | <b>83</b>               |
| <b>TOTAL SPAIN</b>             |                          |                   | <b>1157</b>       | <b>8</b> | <b>1</b>  | <b>72</b>                  | <b>12</b>        | <b>10</b>        | <b>5</b>               | <b>1</b>               | <b>0</b>                | <b>17</b>                  | <b>72</b>                | <b>16</b>                  | <b>763</b>              |
| <b>SPAIN(CANARY ISLANDS)</b>   |                          |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| ARRECIFE                       | BRITANNIA AIRWAYS        | C                 | 26                | 0        | 0         | 77                         | 8                | 0                | 15                     | 0                      | 0                       | 16                         | 94                       | 2                          | 18                      |
|                                | EXCEL AIRWAYS LTD        | C                 | 8                 | 0        | 0         | 38                         | 25               | 13               | 25                     | 0                      | 0                       | 42                         | 0                        | 0                          | 0                       |
|                                | FIRST CHOICE AIRWAYS LTD | C                 | 43                | 1        | 0         | 74                         | 2                | 21               | 2                      | 0                      | 0                       | 14                         | 80                       | 12                         | 44                      |
|                                | ICELANDAIR               | C                 | 8                 | 0        | 0         | 25                         | 13               | 13               | 50                     | 0                      | 0                       | 60                         | 0                        | 0                          | 0                       |
|                                | MONARCH AIRLINES         | C                 | 8                 | 0        | 0         | 50                         | 0                | 13               | 0                      | 25                     | 13                      | 141                        | 88                       | 6                          | 8                       |
|                                | MY TRAVEL AIRWAYS UK     | C                 | 18                | 0        | 0         | 78                         | 6                | 17               | 0                      | 0                      | 0                       | 7                          | 65                       | 41                         | 17                      |
|                                | THOMAS COOK AIRLINES LTD | C                 | 24                | 0        | 0         | 83                         | 4                | 4                | 8                      | 0                      | 0                       | 14                         | 88                       | 8                          | 32                      |
| <b>TOTAL ARRECIFE</b>          |                          |                   | <b>135</b>        | <b>1</b> | <b>0</b>  | <b>70</b>                  | <b>6</b>         | <b>12</b>        | <b>10</b>              | <b>1</b>               | <b>1</b>                | <b>25</b>                  | <b>83</b>                | <b>14</b>                  | <b>135</b>              |
| FUERTEVENTURA                  | AIR MALTA                | C                 | 2                 | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 4                          | 0                        | 0                          | 0                       |
|                                | BRITANNIA AIRWAYS        | C                 | 18                | 0        | 0         | 56                         | 22               | 6                | 6                      | 11                     | 0                       | 37                         | 89                       | 3                          | 18                      |
|                                | EXCEL AIRWAYS LTD        | C                 | 8                 | 0        | 0         | 63                         | 25               | 13               | 0                      | 0                      | 0                       | 9                          | 0                        | 0                          | 0                       |
|                                | FIRST CHOICE AIRWAYS LTD | C                 | 20                | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 1                          | 88                       | 5                          | 16                      |
|                                | MY TRAVEL AIRWAYS UK     | C                 | 17                | 0        | 0         | 88                         | 12               | 0                | 0                      | 0                      | 0                       | 5                          | 89                       | 5                          | 27                      |
|                                | THOMAS COOK AIRLINES LTD | C                 | 22                | 0        | 0         | 77                         | 5                | 9                | 9                      | 0                      | 0                       | 15                         | 100                      | 0                          | 18                      |
| <b>TOTAL FUERTEVENTURA</b>     |                          |                   | <b>87</b>         | <b>0</b> | <b>0</b>  | <b>79</b>                  | <b>10</b>        | <b>5</b>         | <b>3</b>               | <b>2</b>               | <b>0</b>                | <b>13</b>                  | <b>91</b>                | <b>4</b>                   | <b>79</b>               |
| LAS PALMAS                     | AIR MALTA                | C                 | 10                | 0        | 0         | 40                         | 30               | 20               | 10                     | 0                      | 0                       | 24                         | 0                        | 0                          | 0                       |
|                                | BRITANNIA AIRWAYS        | C                 | 26                | 0        | 0         | 85                         | 4                | 4                | 8                      | 0                      | 0                       | 12                         | 83                       | 9                          | 18                      |
|                                | EXCEL AIRWAYS LTD        | C                 | 8                 | 0        | 0         | 38                         | 13               | 25               | 25                     | 0                      | 0                       | 32                         | 0                        | 0                          | 0                       |
|                                | FIRST CHOICE AIRWAYS LTD | C                 | 18                | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 1                          | 50                       | 15                         | 20                      |
|                                | ICELANDAIR               | C                 | 10                | 0        | 0         | 60                         | 40               | 0                | 0                      | 0                      | 0                       | 11                         | 0                        | 0                          | 0                       |
|                                | MONARCH AIRLINES         | C                 | 10                | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 3                          | 100                      | 3                          | 10                      |
|                                | MY TRAVEL AIRWAYS UK     | C                 | 17                | 2        | 0         | 82                         | 12               | 0                | 6                      | 0                      | 0                       | 8                          | 82                       | 22                         | 38                      |
|                                | THOMAS COOK AIRLINES LTD | C                 | 19                | 1        | 0         | 89                         | 5                | 5                | 0                      | 0                      | 0                       | 4                          | 97                       | 1                          | 38                      |
| <b>TOTAL LAS PALMAS</b>        |                          |                   | <b>118</b>        | <b>3</b> | <b>0</b>  | <b>80</b>                  | <b>10</b>        | <b>5</b>         | <b>5</b>               | <b>0</b>               | <b>0</b>                | <b>10</b>                  | <b>83</b>                | <b>11</b>                  | <b>124</b>              |
| SANTA CRUZ DE LA PALMA         | THOMAS COOK AIRLINES LTD | C                 | 7                 | 0        | 0         | 71                         | 0                | 0                | 29                     | 0                      | 0                       | 43                         | 100                      | 0                          | 8                       |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR MARCH 2004

Reporting Airport: MANCHESTER (Full Analysis)

| ORIGIN / DESTINATION                     | AIRLINE                       | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |            |          | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         |                            | MAR 2003                 |                            |                         |
|--|-------------------------------|-------------------|-------------------|------------|----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|  |                               |                   | MATCHED           | UNMATCHED  |          | Early to<br>15 mins        | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|  |                               |                   |                   | Actual (7) | Plan (8) |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| <b>TOTAL SANTA CRUZ DE LA PALMA</b>      |                               |                   | <b>7</b>          | <b>0</b>   | <b>0</b> | <b>71</b>                  | <b>0</b>         | <b>0</b>         | <b>29</b>              | <b>0</b>               | <b>0</b>                | <b>43</b>                  | <b>100</b>               | <b>0</b>                   | <b>8</b>                |
| TENERIFE (NORTE LOS RODEOS)              | BRITANNIA AIRWAYS             | C                 | 8                 | 0          | 0        | 25                         | 13               | 63               | 0                      | 0                      | 0                       | 31                         | 75                       | 8                          | 8                       |
| <b>TOTAL TENERIFE (NORTE LOS RODEOS)</b> |                               |                   | <b>8</b>          | <b>0</b>   | <b>0</b> | <b>25</b>                  | <b>13</b>        | <b>63</b>        | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>31</b>                  | <b>75</b>                | <b>8</b>                   | <b>8</b>                |
| TENERIFE (SURREINA SOFIA)                | AIR CORDIAL LTD               | C                 | 8                 | 0          | 0        | 38                         | 25               | 25               | 13                     | 0                      | 0                       | 34                         | 55                       | 20                         | 11                      |
|  | AIR MALTA                     | C                 | 24                | 0          | 0        | 50                         | 38               | 13               | 0                      | 0                      | 0                       | 16                         | 0                        | 0                          | 0                       |
|  | BRITANNIA AIRWAYS             | C                 | 45                | 0          | 0        | 84                         | 9                | 2                | 2                      | 0                      | 2                       | 27                         | 91                       | 4                          | 43                      |
|  | EXCEL AIRWAYS LTD             | C                 | 18                | 0          | 0        | 56                         | 17               | 17               | 0                      | 11                     | 0                       | 39                         | 67                       | 88                         | 21                      |
|  | FIRST CHOICE AIRWAYS LTD      | C                 | 54                | 0          | 0        | 76                         | 7                | 6                | 4                      | 7                      | 0                       | 24                         | 93                       | 3                          | 60                      |
|  | ICELANDAIR                    | C                 | 16                | 0          | 0        | 88                         | 0                | 0                | 13                     | 0                      | 0                       | 12                         | 0                        | 0                          | 0                       |
|  | MONARCH AIRLINES              | S                 | 61                | 1          | 1        | 77                         | 13               | 5                | 5                      | 0                      | 0                       | 12                         | 0                        | 0                          | 0                       |
|  | MONARCH AIRLINES              | C                 | 26                | 0          | 0        | 42                         | 19               | 27               | 12                     | 0                      | 0                       | 27                         | 78                       | 12                         | 27                      |
|  | MY TRAVEL AIRWAYS UK          | C                 | 44                | 0          | 0        | 64                         | 14               | 16               | 7                      | 0                      | 0                       | 17                         | 59                       | 35                         | 44                      |
|  | THOMAS COOK AIRLINES LTD      | C                 | 57                | 2          | 0        | 86                         | 2                | 4                | 7                      | 0                      | 2                       | 22                         | 93                       | 3                          | 76                      |
| <b>TOTAL TENERIFE (SURREINA SOFIA)</b>   |                               |                   | <b>354</b>        | <b>5</b>   | <b>1</b> | <b>72</b>                  | <b>12</b>        | <b>9</b>         | <b>5</b>               | <b>2</b>               | <b>1</b>                | <b>21</b>                  | <b>81</b>                | <b>16</b>                  | <b>331</b>              |
| <b>TOTAL SPAIN(CANARY ISLANDS)</b>       |                               |                   | <b>709</b>        | <b>9</b>   | <b>1</b> | <b>73</b>                  | <b>10</b>        | <b>9</b>         | <b>6</b>               | <b>1</b>               | <b>0</b>                | <b>19</b>                  | <b>83</b>                | <b>13</b>                  | <b>685</b>              |
| <b>SWEDEN</b>                            |                               |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| GOTEBORG                                 | CITY AIRLINE                  | S                 | 60                | 1          | 0        | 92                         | 7                | 2                | 0                      | 0                      | 0                       | 5                          | 82                       | 11                         | 50                      |
| <b>TOTAL GOTEBORG</b>                    |                               |                   | <b>61</b>         | <b>1</b>   | <b>0</b> | <b>92</b>                  | <b>7</b>         | <b>2</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>5</b>                   | <b>90</b>                | <b>6</b>                   | <b>100</b>              |
| STOCKHOLM (ARLANDA)                      | SAS                           | S                 | 8                 | 0          | 0        | 75                         | 0                | 13               | 13                     | 0                      | 0                       | 17                         | 0                        | 0                          | 0                       |
|  | SKYWAYS EXPRESS               | S                 | 125               | 0          | 0        | 94                         | 3                | 0                | 2                      | 1                      | 0                       | 6                          | 98                       | 1                          | 89                      |
| <b>TOTAL STOCKHOLM (ARLANDA)</b>         |                               |                   | <b>133</b>        | <b>0</b>   | <b>0</b> | <b>92</b>                  | <b>3</b>         | <b>1</b>         | <b>3</b>               | <b>1</b>               | <b>0</b>                | <b>6</b>                   | <b>97</b>                | <b>2</b>                   | <b>110</b>              |
| <b>TOTAL SWEDEN</b>                      |                               |                   | <b>194</b>        | <b>1</b>   | <b>0</b> | <b>92</b>                  | <b>4</b>         | <b>1</b>         | <b>2</b>               | <b>1</b>               | <b>0</b>                | <b>6</b>                   | <b>94</b>                | <b>4</b>                   | <b>210</b>              |
| <b>SWITZERLAND</b>                       |                               |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| BASLE MULHOUSE                           | SWISS AIRLINES                | S                 | 108               | 0          | 0        | 85                         | 9                | 4                | 2                      | 0                      | 0                       | 8                          | 91                       | 4                          | 148                     |
| <b>TOTAL BASLE MULHOUSE</b>              |                               |                   | <b>108</b>        | <b>0</b>   | <b>0</b> | <b>85</b>                  | <b>9</b>         | <b>4</b>         | <b>2</b>               | <b>0</b>               | <b>0</b>                | <b>8</b>                   | <b>88</b>                | <b>6</b>                   | <b>164</b>              |
| BERNE                                    | INTERSKY LUFTFAHRT GMBH       | C                 | 6                 | 0          | 0        | 50                         | 17               | 17               | 17                     | 0                      | 0                       | 26                         | 0                        | 0                          | 0                       |
| <b>TOTAL BERNE</b>                       |                               |                   | <b>6</b>          | <b>0</b>   | <b>0</b> | <b>50</b>                  | <b>17</b>        | <b>17</b>        | <b>17</b>              | <b>0</b>               | <b>0</b>                | <b>26</b>                  | <b>83</b>                | <b>5</b>                   | <b>6</b>                |
| GENEVA                                   | BMI BRITISH MIDLAND           | S                 | 22                | 0          | 0        | 27                         | 14               | 32               | 27                     | 0                      | 0                       | 45                         | 0                        | 0                          | 0                       |
|  | BMIBABY LTD                   | S                 | 32                | 0          | 0        | 31                         | 19               | 22               | 28                     | 0                      | 0                       | 40                         | 0                        | 0                          | 0                       |
|  | BRITANNIA AIRWAYS             | C                 | 16                | 0          | 0        | 75                         | 6                | 13               | 6                      | 0                      | 0                       | 17                         | 40                       | 28                         | 20                      |
|  | BRITISH AIRWAYS CITIEXPRESS L | C                 | 8                 | 0          | 0        | 25                         | 25               | 25               | 25                     | 0                      | 0                       | 39                         | 0                        | 0                          | 0                       |
|  | BRITISH AIRWAYS CITIEXPRESS L | S                 | 123               | 0          | 0        | 84                         | 6                | 8                | 2                      | 0                      | 0                       | 9                          | 0                        | 0                          | 0                       |
|  | EXCEL AIRWAYS LTD             | C                 | 8                 | 0          | 0        | 50                         | 25               | 25               | 0                      | 0                      | 0                       | 21                         | 0                        | 0                          | 0                       |
|  | FIRST CHOICE AIRWAYS LTD      | C                 | 8                 | 0          | 0        | 38                         | 38               | 13               | 13                     | 0                      | 0                       | 28                         | 40                       | 32                         | 10                      |
|  | MY TRAVEL AIRWAYS UK          | C                 | 8                 | 0          | 0        | 38                         | 13               | 13               | 25                     | 13                     | 0                       | 58                         | 60                       | 31                         | 10                      |
| <b>TOTAL GENEVA</b>                      |                               |                   | <b>225</b>        | <b>0</b>   | <b>0</b> | <b>64</b>                  | <b>11</b>        | <b>14</b>        | <b>11</b>              | <b>0</b>               | <b>0</b>                | <b>21</b>                  | <b>70</b>                | <b>17</b>                  | <b>133</b>              |
| ZURICH                                   | BRITISH AIRWAYS CITIEXPRESS L | S                 | 116               | 0          | 0        | 80                         | 13               | 5                | 2                      | 0                      | 0                       | 8                          | 0                        | 0                          | 0                       |
|  | SWISS AIRLINES                | S                 | 124               | 0          | 0        | 90                         | 4                | 6                | 0                      | 0                      | 0                       | 5                          | 78                       | 10                         | 186                     |
| <b>TOTAL ZURICH</b>                      |                               |                   | <b>240</b>        | <b>0</b>   | <b>0</b> | <b>85</b>                  | <b>8</b>         | <b>5</b>         | <b>1</b>               | <b>0</b>               | <b>0</b>                | <b>7</b>                   | <b>74</b>                | <b>12</b>                  | <b>304</b>              |
| <b>TOTAL SWITZERLAND</b>                 |                               |                   | <b>579</b>        | <b>0</b>   | <b>0</b> | <b>77</b>                  | <b>10</b>        | <b>9</b>         | <b>5</b>               | <b>0</b>               | <b>0</b>                | <b>13</b>                  | <b>77</b>                | <b>11</b>                  | <b>607</b>              |
| <b>TRINIDAD AND TOBAGO</b>               |                               |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| PORT OF SPAIN                            | BWIA                          | S                 | 8                 | 0          | 0        | 38                         | 13               | 13               | 25                     | 13                     | 0                       | 60                         | 11                       | 156                        | 9                       |

## CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR MARCH 2004

## Reporting Airport: MANCHESTER (Full Analysis)

| ORIGIN / DESTINATION        | AIRLINE                        | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |            |          | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         |                            | MAR 2003                 |                            |                         |
|-----------------------------|--------------------------------|-------------------|-------------------|------------|----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                             |                                |                   | MATCHED           | UNMATCHED  |          | Early to<br>15 mins        | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                             |                                |                   |                   | Actual (7) | Plan (8) |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| TOTAL PORT OF SPAIN         |                                |                   | 8                 | 0          | 0        | 38                         | 13               | 13               | 25                     | 13                     | 0                       | 60                         | 11                       | 156                        | 9                       |
| TOTAL TRINIDAD AND TOBAGO   |                                |                   | 8                 | 0          | 0        | 38                         | 13               | 13               | 25                     | 13                     | 0                       | 60                         | 11                       | 156                        | 9                       |
| TUNISIA                     |                                |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| MONASTIR                    | BRITANNIA AIRWAYS              | C                 | 10                | 0          | 0        | 80                         | 10               | 10               | 0                      | 0                      | 0                       | 8                          | 88                       | 3                          | 8                       |
|                             | FIRST CHOICE AIRWAYS LTD       | C                 | 8                 | 0          | 0        | 63                         | 13               | 25               | 0                      | 0                      | 0                       | 20                         | 70                       | 10                         | 10                      |
|                             | MY TRAVEL AIRWAYS UK           | C                 | 10                | 0          | 0        | 60                         | 10               | 10               | 0                      | 20                     | 0                       | 44                         | 60                       | 28                         | 10                      |
|                             | NOUVELAIR TUNISIE              | C                 | 7                 | 1          | 0        | 71                         | 0                | 14               | 14                     | 0                      | 0                       | 21                         | 0                        | 0                          | 0                       |
|                             | THOMAS COOK AIRLINES LTD       | C                 | 8                 | 0          | 0        | 75                         | 13               | 13               | 0                      | 0                      | 0                       | 10                         | 80                       | 20                         | 10                      |
| TOTAL MONASTIR              |                                |                   | 43                | 1          | 0        | 70                         | 9                | 14               | 2                      | 5                      | 0                       | 21                         | 74                       | 16                         | 38                      |
| TOTAL TUNISIA               |                                |                   | 43                | 1          | 0        | 70                         | 9                | 14               | 2                      | 5                      | 0                       | 21                         | 74                       | 16                         | 38                      |
| TURKEY                      |                                |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| ANTALYA                     | FIRST CHOICE AIRWAYS LTD       | C                 | 9                 | 0          | 0        | 89                         | 0                | 11               | 0                      | 0                      | 0                       | 6                          | 0                        | 0                          | 0                       |
|                             | THOMAS COOK AIRLINES LTD       | C                 | 13                | 0          | 0        | 92                         | 0                | 0                | 8                      | 0                      | 0                       | 7                          | 83                       | 5                          | 12                      |
| TOTAL ANTALYA               |                                |                   | 22                | 0          | 0        | 91                         | 0                | 5                | 5                      | 0                      | 0                       | 6                          | 68                       | 9                          | 19                      |
| DALAMAN                     | KIBRIS TURKISH AIRLINES - KTHY | S                 | 10                | 0          | 0        | 30                         | 40               | 30               | 0                      | 0                      | 0                       | 23                         | 0                        | 0                          | 0                       |
| TOTAL DALAMAN               |                                |                   | 10                | 0          | 0        | 30                         | 40               | 30               | 0                      | 0                      | 0                       | 23                         | 0                        | 0                          | 0                       |
| ISTANBUL                    | THY TURK HAVA YOLLARI TURKIS   | S                 | 44                | 0          | 0        | 30                         | 36               | 30               | 5                      | 0                      | 0                       | 27                         | 78                       | 6                          | 36                      |
| TOTAL ISTANBUL              |                                |                   | 44                | 0          | 0        | 30                         | 36               | 30               | 5                      | 0                      | 0                       | 27                         | 77                       | 7                          | 39                      |
| TOTAL TURKEY                |                                |                   | 76                | 0          | 0        | 47                         | 26               | 22               | 4                      | 0                      | 0                       | 20                         | 74                       | 7                          | 58                      |
| UNITED ARAB EMIRATES        |                                |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| DUBAI                       | EMIRATES                       | S                 | 123               | 0          | 1        | 61                         | 16               | 11               | 6                      | 3                      | 3                       | 46                         | 79                       | 14                         | 61                      |
| TOTAL DUBAI                 |                                |                   | 123               | 0          | 1        | 61                         | 16               | 11               | 6                      | 3                      | 3                       | 46                         | 79                       | 14                         | 61                      |
| TOTAL UNITED ARAB EMIRATES  |                                |                   | 123               | 0          | 1        | 61                         | 16               | 11               | 6                      | 3                      | 3                       | 46                         | 79                       | 14                         | 61                      |
| UNITED KINGDOM              |                                |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| ABERDEEN                    | BMI REGIONAL                   | S                 | 154               | 0          | 0        | 96                         | 4                | 0                | 0                      | 0                      | 0                       | 2                          | 99                       | 1                          | 142                     |
|                             | BRITISH AIRWAYS CITIEXPRESS L  | S                 | 172               | 0          | 0        | 84                         | 8                | 3                | 5                      | 0                      | 0                       | 9                          | 83                       | 12                         | 210                     |
| TOTAL ABERDEEN              |                                |                   | 326               | 0          | 0        | 90                         | 6                | 2                | 2                      | 0                      | 0                       | 6                          | 90                       | 7                          | 352                     |
| BELFAST CITY                | BRITISH AIRWAYS CITIEXPRESS L  | S                 | 337               | 0          | 0        | 86                         | 7                | 5                | 2                      | 0                      | 0                       | 7                          | 90                       | 6                          | 293                     |
| TOTAL BELFAST CITY          |                                |                   | 337               | 1          | 1        | 86                         | 7                | 5                | 2                      | 0                      | 0                       | 7                          | 90                       | 6                          | 293                     |
| BELFAST INTERNATIONAL       | BMI BRITISH MIDLAND            | S                 | 60                | 0          | 4        | 73                         | 3                | 13               | 10                     | 0                      | 0                       | 16                         | 0                        | 0                          | 0                       |
|                             | BMIBABY LTD                    | S                 | 104               | 0          | 0        | 63                         | 11               | 14               | 12                     | 1                      | 0                       | 24                         | 0                        | 0                          | 0                       |
| TOTAL BELFAST INTERNATIONAL |                                |                   | 164               | 1          | 4        | 66                         | 8                | 14               | 11                     | 1                      | 0                       | 21                         | 0                        | 0                          | 0                       |
| BRISTOL                     | AIR SOUTHWEST                  | S                 | 48                | 0          | 0        | 94                         | 2                | 4                | 0                      | 0                      | 0                       | 3                          | 0                        | 0                          | 0                       |
| TOTAL BRISTOL               |                                |                   | 48                | 0          | 0        | 94                         | 2                | 4                | 0                      | 0                      | 0                       | 3                          | 0                        | 0                          | 0                       |
| EDINBURGH                   | BMI REGIONAL                   | S                 | 253               | 0          | 0        | 95                         | 4                | 1                | 0                      | 0                      | 0                       | 3                          | 93                       | 5                          | 249                     |
|                             | BRITISH AIRWAYS CITIEXPRESS L  | S                 | 322               | 0          | 0        | 88                         | 5                | 4                | 3                      | 0                      | 0                       | 7                          | 100                      | 0                          | 2                       |
| TOTAL EDINBURGH             |                                |                   | 575               | 0          | 0        | 91                         | 5                | 3                | 2                      | 0                      | 0                       | 5                          | 89                       | 7                          | 537                     |
| GATWICK                     | BRITISH AIRWAYS PLC            | S                 | 400               | 0          | 0        | 94                         | 3                | 2                | 1                      | 0                      | 0                       | 4                          | 86                       | 7                          | 392                     |
| TOTAL GATWICK               |                                |                   | 402               | 11         | 0        | 94                         | 3                | 2                | 1                      | 0                      | 0                       | 4                          | 86                       | 7                          | 398                     |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR MARCH 2004

Reporting Airport: MANCHESTER (Full Analysis)

| ORIGIN / DESTINATION          | AIRLINE                       | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |           |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         |                            | MAR 2003                 |                            |                         |
|-------------------------------|-------------------------------|-------------------|-------------------|-----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                               |                               |                   | MATCHED           |           | UNMATCHED | Early to<br>15 mins        | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                               |                               |                   | Actual (7)        | Plan (8)  |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| GLASGOW                       | BMI REGIONAL                  | S                 | 244               | 0         | 0         | 92                         | 6                | 2                | 1                      | 0                      | 0                       | 4                          | 97                       | 2                          | 222                     |
|                               | BRITISH AIRWAYS CITIEXPRESS L | S                 | 294               | 0         | 0         | 83                         | 8                | 6                | 3                      | 0                      | 0                       | 9                          | 0                        | 0                          | 0                       |
| <b>TOTAL GLASGOW</b>          |                               |                   | <b>539</b>        | <b>2</b>  | <b>0</b>  | <b>87</b>                  | <b>7</b>         | <b>4</b>         | <b>2</b>               | <b>0</b>               | <b>7</b>                | <b>90</b>                  | <b>5</b>                 | 463                        |                         |
| GUERNSEY                      | AURIGNY AIR SERVICES          | S                 | 166               | 0         | 10        | 75                         | 5                | 10               | 8                      | 1                      | 0                       | 18                         | 91                       | 10                         | 148                     |
| <b>TOTAL GUERNSEY</b>         |                               |                   | <b>166</b>        | <b>0</b>  | <b>10</b> | <b>75</b>                  | <b>5</b>         | <b>10</b>        | <b>8</b>               | <b>1</b>               | <b>0</b>                | <b>18</b>                  | <b>91</b>                | <b>10</b>                  | 148                     |
| HEATHROW                      | BMI BRITISH MIDLAND           | S                 | 467               | 2         | 12        | 67                         | 17               | 9                | 6                      | 0                      | 0                       | 14                         | 87                       | 6                          | 469                     |
|                               | BRITISH AIRWAYS PLC           | S                 | 615               | 1         | 0         | 73                         | 15               | 8                | 3                      | 0                      | 0                       | 12                         | 86                       | 7                          | 599                     |
| <b>TOTAL HEATHROW</b>         |                               |                   | <b>1082</b>       | <b>3</b>  | <b>12</b> | <b>71</b>                  | <b>16</b>        | <b>9</b>         | <b>4</b>               | <b>0</b>               | <b>13</b>               | <b>86</b>                  | <b>7</b>                 | 1068                       |                         |
| INVERNESS                     | EASTERN AIRWAYS               | S                 | 138               | 1         | 2         | 95                         | 4                | 1                | 0                      | 0                      | 0                       | 3                          | 79                       | 14                         | 125                     |
| <b>TOTAL INVERNESS</b>        |                               |                   | <b>138</b>        | <b>1</b>  | <b>2</b>  | <b>95</b>                  | <b>4</b>         | <b>1</b>         | <b>0</b>               | <b>0</b>               | <b>3</b>                | <b>79</b>                  | <b>14</b>                | 125                        |                         |
| ISLE OF MAN                   | BA CITIEXPRESS (IOM) LTD      | S                 | 204               | 0         | 0         | 89                         | 7                | 1                | 3                      | 0                      | 0                       | 6                          | 93                       | 3                          | 189                     |
| <b>TOTAL ISLE OF MAN</b>      |                               |                   | <b>204</b>        | <b>1</b>  | <b>0</b>  | <b>89</b>                  | <b>7</b>         | <b>1</b>         | <b>3</b>               | <b>0</b>               | <b>6</b>                | <b>93</b>                  | <b>3</b>                 | 189                        |                         |
| JERSEY                        | BMIBABY LTD                   | S                 | 8                 | 0         | 0         | 38                         | 38               | 0                | 0                      | 25                     | 0                       | 57                         | 0                        | 0                          | 0                       |
|                               | BRITISH AIRWAYS CITIEXPRESS L | S                 | 64                | 0         | 0         | 84                         | 13               | 2                | 2                      | 0                      | 0                       | 6                          | 87                       | 5                          | 106                     |
| <b>TOTAL JERSEY</b>           |                               |                   | <b>72</b>         | <b>0</b>  | <b>0</b>  | <b>79</b>                  | <b>15</b>        | <b>1</b>         | <b>1</b>               | <b>3</b>               | <b>0</b>                | <b>12</b>                  | <b>87</b>                | <b>5</b>                   | 106                     |
| LONDON CITY                   | VLM (BELGIUM)                 | S                 | 413               | 4         | 9         | 90                         | 3                | 4                | 3                      | 0                      | 0                       | 7                          | 98                       | 2                          | 228                     |
| <b>TOTAL LONDON CITY</b>      |                               |                   | <b>413</b>        | <b>4</b>  | <b>9</b>  | <b>90</b>                  | <b>3</b>         | <b>4</b>         | <b>3</b>               | <b>0</b>               | <b>7</b>                | <b>98</b>                  | <b>2</b>                 | 228                        |                         |
| NORWICH                       | BMI REGIONAL                  | S                 | 45                | 0         | 0         | 91                         | 0                | 7                | 2                      | 0                      | 0                       | 7                          | 0                        | 0                          | 0                       |
|                               | EASTERN AIRWAYS               | S                 | 138               | 0         | 0         | 89                         | 4                | 5                | 1                      | 0                      | 0                       | 4                          | 97                       | 5                          | 125                     |
| <b>TOTAL NORWICH</b>          |                               |                   | <b>183</b>        | <b>0</b>  | <b>0</b>  | <b>90</b>                  | <b>3</b>         | <b>5</b>         | <b>2</b>               | <b>0</b>               | <b>5</b>                | <b>97</b>                  | <b>5</b>                 | 125                        |                         |
| PLYMOUTH                      | AIR SOUTHWEST                 | S                 | 96                | 0         | 2         | 77                         | 16               | 4                | 3                      | 0                      | 0                       | 11                         | 0                        | 0                          | 0                       |
| <b>TOTAL PLYMOUTH</b>         |                               |                   | <b>96</b>         | <b>0</b>  | <b>2</b>  | <b>77</b>                  | <b>16</b>        | <b>4</b>         | <b>3</b>               | <b>0</b>               | <b>11</b>               | <b>0</b>                   | <b>0</b>                 | 0                          |                         |
| SOUTHAMPTON                   | BRITISH AIRWAYS CITIEXPRESS L | S                 | 231               | 0         | 0         | 84                         | 10               | 5                | 1                      | 0                      | 0                       | 8                          | 93                       | 7                          | 136                     |
| <b>TOTAL SOUTHAMPTON</b>      |                               |                   | <b>231</b>        | <b>0</b>  | <b>0</b>  | <b>84</b>                  | <b>10</b>        | <b>5</b>         | <b>1</b>               | <b>0</b>               | <b>8</b>                | <b>93</b>                  | <b>7</b>                 | 136                        |                         |
| STANSTED                      | EASTERN AIRWAYS               | S                 | 138               | 0         | 0         | 95                         | 1                | 2                | 1                      | 1                      | 0                       | 6                          | 100                      | 2                          | 6                       |
| <b>TOTAL STANSTED</b>         |                               |                   | <b>138</b>        | <b>2</b>  | <b>0</b>  | <b>95</b>                  | <b>1</b>         | <b>2</b>         | <b>1</b>               | <b>1</b>               | <b>0</b>                | <b>6</b>                   | <b>81</b>                | <b>11</b>                  | 116                     |
| WICK                          | TYROLEAN JET SERVICES         | C                 | 2                 | 0         | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 0                          | 0                        | 0                          | 0                       |
| <b>TOTAL WICK</b>             |                               |                   | <b>2</b>          | <b>0</b>  | <b>0</b>  | <b>100</b>                 | <b>0</b>         | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>0</b>                   | <b>0</b>                 | <b>0</b>                   | 0                       |
| <b>TOTAL UNITED KINGDOM</b>   |                               |                   | <b>5116</b>       | <b>28</b> | <b>40</b> | <b>84</b>                  | <b>8</b>         | <b>5</b>         | <b>3</b>               | <b>0</b>               | <b>8</b>                | <b>89</b>                  | <b>7</b>                 | 4407                       |                         |
| <b>USA</b>                    |                               |                   |                   |           |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| ATLANTA                       | DELTA AIRLINES                | S                 | 62                | 0         | 0         | 73                         | 16               | 5                | 6                      | 0                      | 0                       | 15                         | 85                       | 8                          | 62                      |
| <b>TOTAL ATLANTA</b>          |                               |                   | <b>62</b>         | <b>0</b>  | <b>0</b>  | <b>73</b>                  | <b>16</b>        | <b>5</b>         | <b>6</b>               | <b>0</b>               | <b>0</b>                | <b>15</b>                  | <b>85</b>                | <b>8</b>                   | 62                      |
| CHICAGO (O'HARE)              | AMERICAN AIRLINES             | S                 | 62                | 0         | 0         | 66                         | 10               | 18               | 6                      | 0                      | 0                       | 18                         | 94                       | 5                          | 62                      |
|                               | BMI BRITISH MIDLAND           | S                 | 60                | 1         | 1         | 68                         | 13               | 12               | 7                      | 0                      | 0                       | 15                         | 82                       | 17                         | 57                      |
| <b>TOTAL CHICAGO (O'HARE)</b> |                               |                   | <b>123</b>        | <b>1</b>  | <b>1</b>  | <b>67</b>                  | <b>12</b>        | <b>15</b>        | <b>7</b>               | <b>0</b>               | <b>0</b>                | <b>16</b>                  | <b>88</b>                | <b>11</b>                  | 119                     |
| NEW ORLEANS                   | BRITANNIA AIRWAYS             | C                 | 2                 | 0         | 0         | 0                          | 50               | 0                | 50                     | 0                      | 0                       | 48                         | 0                        | 0                          | 0                       |
|                               | THOMAS COOK AIRLINES LTD      | C                 | 2                 | 0         | 0         | 50                         | 50               | 0                | 0                      | 0                      | 0                       | 8                          | 0                        | 0                          | 0                       |
| <b>TOTAL NEW ORLEANS</b>      |                               |                   | <b>4</b>          | <b>0</b>  | <b>0</b>  | <b>25</b>                  | <b>50</b>        | <b>0</b>         | <b>25</b>              | <b>0</b>               | <b>0</b>                | <b>28</b>                  | <b>0</b>                 | <b>0</b>                   | 0                       |
| NEW YORK (JF KENNEDY)         | BRITISH AIRWAYS PLC           | S                 | 60                | 0         | 1         | 88                         | 3                | 5                | 3                      | 0                      | 0                       | 6                          | 86                       | 9                          | 58                      |
|                               | PAKISTAN INTL AIRLINES        | S                 | 34                | 0         | 0         | 62                         | 9                | 18               | 3                      | 6                      | 3                       | 69                         | 68                       | 16                         | 37                      |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR MARCH 2004

Reporting Airport: MANCHESTER (Full Analysis)

| ORIGIN / DESTINATION             | AIRLINE                     | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |            |          | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         |                            | MAR 2003                 |                            |                         |
|----------------------------------|-----------------------------|-------------------|-------------------|------------|----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                                  |                             |                   | MATCHED           | UNMATCHED  |          | Early to<br>15 mins        | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                                  |                             |                   |                   | Actual (7) | Plan (8) |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| TOTAL NEW YORK (JF KENNEDY)      |                             |                   | 94                | 0          | 1        | 79                         | 5                | 10               | 3                      | 2                      | 1                       | 29                         | 79                       | 12                         | 95                      |
| NEW YORK (NEWARK)                | CONTINENTAL AIRLINES        | S                 | 62                | 0          | 0        | 81                         | 6                | 10               | 3                      | 0                      | 0                       | 11                         | 92                       | 3                          | 62                      |
| TOTAL NEW YORK (NEWARK)          |                             |                   | 62                | 0          | 0        | 81                         | 6                | 10               | 3                      | 0                      | 0                       | 11                         | 92                       | 3                          | 62                      |
| ORLANDO                          | VIRGIN ATLANTIC AIRWAYS LTD | S                 | 43                | 0          | 0        | 77                         | 12               | 2                | 7                      | 2                      | 0                       | 20                         | 0                        | 0                          | 0                       |
| TOTAL ORLANDO                    |                             |                   | 43                | 0          | 0        | 77                         | 12               | 2                | 7                      | 2                      | 0                       | 20                         | 0                        | 0                          | 0                       |
| PHILADELPHIA INTERNATIONAL       | US AIRWAYS                  | S                 | 62                | 0          | 0        | 74                         | 10               | 11               | 3                      | 2                      | 0                       | 17                         | 89                       | 6                          | 62                      |
| TOTAL PHILADELPHIA INTERNATIONAL |                             |                   | 62                | 0          | 0        | 74                         | 10               | 11               | 3                      | 2                      | 0                       | 17                         | 89                       | 6                          | 62                      |
| SANFORD                          | AIR ATLANTA EUROPE LTD      | C                 | 6                 | 0          | 0        | 50                         | 33               | 0                | 17                     | 0                      | 0                       | 25                         | 0                        | 0                          | 0                       |
|                                  | BRITANNIA AIRWAYS           | C                 | 8                 | 0          | 0        | 75                         | 0                | 13               | 13                     | 0                      | 0                       | 17                         | 0                        | 0                          | 0                       |
|                                  | EUROPEAN AIR CHARTER        | C                 | 2                 | 0          | 0        | 50                         | 50               | 0                | 0                      | 0                      | 0                       | 10                         | 0                        | 0                          | 0                       |
|                                  | FIRST CHOICE AIRWAYS LTD    | C                 | 8                 | 0          | 0        | 25                         | 13               | 38               | 25                     | 0                      | 0                       | 51                         | 63                       | 84                         | 8                       |
|                                  | MY TRAVEL AIRWAYS UK        | C                 | 10                | 0          | 0        | 40                         | 30               | 30               | 0                      | 0                      | 0                       | 22                         | 22                       | 71                         | 9                       |
|                                  | THOMAS COOK AIRLINES LTD    | C                 | 2                 | 0          | 0        | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 5                          | 0                        | 0                          | 0                       |
| TOTAL SANFORD                    |                             |                   | 36                | 0          | 0        | 50                         | 19               | 19               | 11                     | 0                      | 0                       | 26                         | 41                       | 77                         | 17                      |
| WASHINGTON (DULLES)              | BMI BRITISH MIDLAND         | S                 | 52                | 0          | 0        | 77                         | 8                | 6                | 10                     | 0                      | 0                       | 14                         | 0                        | 0                          | 0                       |
| TOTAL WASHINGTON (DULLES)        |                             |                   | 52                | 0          | 0        | 77                         | 8                | 6                | 10                     | 0                      | 0                       | 14                         | 0                        | 0                          | 0                       |
| TOTAL USA                        |                             |                   | 539               | 1          | 2        | 72                         | 11               | 10               | 6                      | 1                      | 0                       | 19                         | 84                       | 12                         | 425                     |
| VENEZUELA                        |                             |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| PORLAMAR                         | FIRST CHOICE AIRWAYS LTD    | C                 | 4                 | 0          | 0        | 75                         | 25               | 0                | 0                      | 0                      | 0                       | 6                          | 0                        | 0                          | 0                       |
| TOTAL PORLAMAR                   |                             |                   | 4                 | 0          | 0        | 75                         | 25               | 0                | 0                      | 0                      | 0                       | 6                          | 0                        | 0                          | 0                       |
| TOTAL VENEZUELA                  |                             |                   | 4                 | 0          | 0        | 75                         | 25               | 0                | 0                      | 0                      | 0                       | 6                          | 0                        | 0                          | 0                       |
| TOTAL MANCHESTER                 |                             |                   | 15528             | 82         | 52       | 80                         | 9                | 7                | 4                      | 0                      | 0                       | 12                         | 83                       | 10                         | 13578                   |

## CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR MARCH 2004

## Reporting Airport: NEWCASTLE (Full Analysis)

| ORIGIN / DESTINATION            | AIRLINE                     | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         |                            | MAR 2003                 |                            |                         |
|---------------------------------|-----------------------------|-------------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                                 |                             |                   | MATCHED           |          | UNMATCHED | Early to<br>15 mins        | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                                 |                             |                   | Actual (7)        | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| <b>AUSTRIA</b>                  |                             |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| INNSBRUCK                       | BRITISH AIRWAYS PLC         | C                 | 7                 | 0        | 0         | 71                         | 0                | 14               | 14                     | 0                      | 0                       | 15                         | 88                       | 4                          | 8                       |
| TOTAL INNSBRUCK                 |                             |                   | 7                 | 0        | 0         | 71                         | 0                | 14               | 14                     | 0                      | 0                       | 15                         | 89                       | 4                          | 9                       |
| SALZBURG                        | BRITANNIA AIRWAYS           | C                 | 6                 | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 2                          | 63                       | 29                         | 8                       |
| TOTAL SALZBURG                  |                             |                   | 6                 | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 2                          | 63                       | 29                         | 8                       |
| TOTAL AUSTRIA                   |                             |                   | 13                | 0        | 0         | 85                         | 0                | 8                | 8                      | 0                      | 0                       | 9                          | 76                       | 15                         | 17                      |
| <b>BELGIUM</b>                  |                             |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| BRUSSELS                        | SN BRUSSELS AIRLINES        | S                 | 154               | 0        | 0         | 86                         | 12               | 2                | 0                      | 0                      | 0                       | 6                          | 96                       | 4                          | 154                     |
| TOTAL BRUSSELS                  |                             |                   | 154               | 0        | 0         | 86                         | 12               | 2                | 0                      | 0                      | 0                       | 6                          | 96                       | 4                          | 154                     |
| TOTAL BELGIUM                   |                             |                   | 154               | 0        | 0         | 86                         | 12               | 2                | 0                      | 0                      | 0                       | 6                          | 96                       | 4                          | 154                     |
| <b>BULGARIA</b>                 |                             |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| PLOVDIV                         | BH AIR                      | C                 | 8                 | 0        | 0         | 75                         | 13               | 13               | 0                      | 0                      | 0                       | 10                         | 0                        | 0                          | 0                       |
| TOTAL PLOVDIV                   |                             |                   | 8                 | 0        | 0         | 75                         | 13               | 13               | 0                      | 0                      | 0                       | 10                         | 0                        | 0                          | 0                       |
| TOTAL BULGARIA                  |                             |                   | 8                 | 0        | 0         | 75                         | 13               | 13               | 0                      | 0                      | 0                       | 10                         | 0                        | 0                          | 0                       |
| <b>CYPRUS</b>                   |                             |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| TOTAL PAPHOS                    |                             |                   | 2                 | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 0                          | 94                       | 3                          | 16                      |
| TOTAL CYPRUS                    |                             |                   | 2                 | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 0                          | 94                       | 4                          | 18                      |
| <b>CZECH REPUBLIC</b>           |                             |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| PRAGUE                          | EASYJET AIRLINE COMPANY LTD | S                 | 62                | 0        | 0         | 79                         | 8                | 6                | 6                      | 0                      | 0                       | 12                         | 0                        | 0                          | 0                       |
| TOTAL PRAGUE                    |                             |                   | 62                | 0        | 0         | 79                         | 8                | 6                | 6                      | 0                      | 0                       | 12                         | 0                        | 0                          | 0                       |
| TOTAL CZECH REPUBLIC            |                             |                   | 62                | 0        | 0         | 79                         | 8                | 6                | 6                      | 0                      | 0                       | 12                         | 0                        | 0                          | 0                       |
| <b>DENMARK</b>                  |                             |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| COPENHAGEN                      | EASYJET AIRLINE COMPANY LTD | S                 | 60                | 2        | 0         | 85                         | 8                | 2                | 5                      | 0                      | 0                       | 8                          | 0                        | 0                          | 0                       |
| TOTAL COPENHAGEN                |                             |                   | 60                | 2        | 0         | 85                         | 8                | 2                | 5                      | 0                      | 0                       | 8                          | 0                        | 0                          | 0                       |
| TOTAL DENMARK                   |                             |                   | 60                | 2        | 0         | 85                         | 8                | 2                | 5                      | 0                      | 0                       | 8                          | 0                        | 0                          | 0                       |
| <b>FRANCE</b>                   |                             |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| CHAMBERY                        | FLYBE.BRITISH EUROPEAN      | C                 | 8                 | 0        | 0         | 13                         | 25               | 25               | 38                     | 0                      | 0                       | 44                         | 44                       | 52                         | 9                       |
| TOTAL CHAMBERY                  |                             |                   | 8                 | 0        | 0         | 13                         | 25               | 25               | 38                     | 0                      | 0                       | 44                         | 44                       | 52                         | 9                       |
| GRENOBLE                        | FIRST CHOICE AIRWAYS LTD    | C                 | 5                 | 0        | 0         | 40                         | 20               | 40               | 0                      | 0                      | 0                       | 29                         | 0                        | 0                          | 0                       |
| TOTAL GRENOBLE                  |                             |                   | 5                 | 0        | 0         | 40                         | 20               | 40               | 0                      | 0                      | 0                       | 29                         | 0                        | 0                          | 0                       |
| PARIS (CHARLES DE GAULLE)       | AIR FRANCE                  | S                 | 160               | 0        | 0         | 75                         | 11               | 12               | 2                      | 0                      | 0                       | 11                         | 0                        | 0                          | 0                       |
|                                 | EASYJET AIRLINE COMPANY LTD | S                 | 62                | 0        | 0         | 84                         | 3                | 11               | 2                      | 0                      | 0                       | 9                          | 0                        | 0                          | 0                       |
| TOTAL PARIS (CHARLES DE GAULLE) |                             |                   | 222               | 0        | 0         | 77                         | 9                | 12               | 2                      | 0                      | 0                       | 11                         | 83                       | 10                         | 155                     |
| TOULOUSE (BLAGNAC)              | EUROPEAN AIR CHARTER        | C                 | 4                 | 0        | 0         | 0                          | 25               | 25               | 50                     | 0                      | 0                       | 75                         | 67                       | 15                         | 6                       |
| TOTAL TOULOUSE (BLAGNAC)        |                             |                   | 4                 | 0        | 0         | 0                          | 25               | 25               | 50                     | 0                      | 0                       | 75                         | 67                       | 15                         | 6                       |
| TOTAL FRANCE                    |                             |                   | 239               | 0        | 0         | 73                         | 10               | 13               | 4                      | 0                      | 0                       | 13                         | 80                       | 13                         | 176                     |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR MARCH 2004

Reporting Airport: NEWCASTLE (Full Analysis)

| ORIGIN / DESTINATION               | AIRLINE                  | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         |                            | MAR 2003                 |                            |                         |
|------------------------------------|--------------------------|-------------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                                    |                          |                   | MATCHED           |          | UNMATCHED | Early to<br>15 mins        | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                                    |                          |                   | Actual (7)        | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| <b>GERMANY</b>                     |                          |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| DUSSELDORF                         | EUROWINGS LUFTVERKEHRS   | S                 | 54                | 0        | 0         | 87                         | 2                | 7                | 4                      | 0                      | 0                       | 8                          | 94                       | 4                          | 52                      |
| TOTAL DUSSELDORF                   |                          |                   | <b>54</b>         | <b>0</b> | <b>0</b>  | <b>87</b>                  | <b>2</b>         | <b>7</b>         | <b>4</b>               | <b>0</b>               | <b>0</b>                | <b>8</b>                   | <b>94</b>                | <b>4</b>                   | <b>52</b>               |
| TOTAL GERMANY                      |                          |                   | <b>54</b>         | <b>0</b> | <b>0</b>  | <b>87</b>                  | <b>2</b>         | <b>7</b>         | <b>4</b>               | <b>0</b>               | <b>0</b>                | <b>8</b>                   | <b>94</b>                | <b>4</b>                   | <b>52</b>               |
| <b>IRISH REPUBLIC</b>              |                          |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| DUBLIN                             | RYANAIR                  | S                 | 124               | 0        | 0         | 85                         | 10               | 5                | 0                      | 0                      | 0                       | 5                          | 91                       | 23                         | 66                      |
| TOTAL DUBLIN                       |                          |                   | <b>124</b>        | <b>0</b> | <b>0</b>  | <b>85</b>                  | <b>10</b>        | <b>5</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>5</b>                   | <b>91</b>                | <b>23</b>                  | <b>66</b>               |
| TOTAL IRISH REPUBLIC               |                          |                   | <b>124</b>        | <b>0</b> | <b>0</b>  | <b>85</b>                  | <b>10</b>        | <b>5</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>5</b>                   | <b>91</b>                | <b>23</b>                  | <b>66</b>               |
| <b>ITALY</b>                       |                          |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| TURIN                              | FLYBE.BRITISH EUROPEAN   | C                 | 5                 | 0        | 0         | 0                          | 60               | 40               | 0                      | 0                      | 0                       | 32                         | 50                       | 22                         | 8                       |
| TOTAL TURIN                        |                          |                   | <b>5</b>          | <b>0</b> | <b>0</b>  | <b>0</b>                   | <b>60</b>        | <b>40</b>        | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>32</b>                  | <b>50</b>                | <b>22</b>                  | <b>8</b>                |
| TOTAL ITALY                        |                          |                   | <b>5</b>          | <b>0</b> | <b>0</b>  | <b>0</b>                   | <b>60</b>        | <b>40</b>        | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>32</b>                  | <b>31</b>                | <b>51</b>                  | <b>26</b>               |
| <b>MALTA</b>                       |                          |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| MALTA                              | AIR MALTA                | C                 | 10                | 0        | 0         | 70                         | 30               | 0                | 0                      | 0                      | 0                       | 9                          | 0                        | 0                          | 0                       |
| TOTAL MALTA                        |                          |                   | <b>10</b>         | <b>0</b> | <b>0</b>  | <b>70</b>                  | <b>30</b>        | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>9</b>                   | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| TOTAL MALTA                        |                          |                   | <b>10</b>         | <b>0</b> | <b>0</b>  | <b>70</b>                  | <b>30</b>        | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>9</b>                   | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| <b>NETHERLANDS</b>                 |                          |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| AMSTERDAM                          | KLM CITYHOPPER           | S                 | 293               | 4        | 0         | 84                         | 5                | 5                | 5                      | 0                      | 0                       | 10                         | 73                       | 18                         | 365                     |
| TOTAL AMSTERDAM                    |                          |                   | <b>293</b>        | <b>4</b> | <b>0</b>  | <b>84</b>                  | <b>5</b>         | <b>5</b>         | <b>5</b>               | <b>0</b>               | <b>0</b>                | <b>10</b>                  | <b>73</b>                | <b>18</b>                  | <b>365</b>              |
| TOTAL NETHERLANDS                  |                          |                   | <b>293</b>        | <b>4</b> | <b>0</b>  | <b>84</b>                  | <b>5</b>         | <b>5</b>         | <b>5</b>               | <b>0</b>               | <b>0</b>                | <b>10</b>                  | <b>73</b>                | <b>18</b>                  | <b>365</b>              |
| <b>NORWAY</b>                      |                          |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| OSLO (GARDERMOEN)                  | BRAATHENS ASA            | C                 | 10                | 0        | 0         | 30                         | 0                | 40               | 30                     | 0                      | 0                       | 50                         | 0                        | 0                          | 0                       |
|                                    | MONARCH AIRLINES         | C                 | 4                 | 0        | 0         | 50                         | 0                | 0                | 50                     | 0                      | 0                       | 68                         | 0                        | 0                          | 0                       |
| TOTAL OSLO (GARDERMOEN)            |                          |                   | <b>14</b>         | <b>0</b> | <b>0</b>  | <b>36</b>                  | <b>0</b>         | <b>29</b>        | <b>36</b>              | <b>0</b>               | <b>0</b>                | <b>55</b>                  | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| STAVANGER                          | WIDEROE FLYVESELSKAP A/S | S                 | 100               | 0        | 2         | 81                         | 11               | 3                | 5                      | 0                      | 0                       | 12                         | 79                       | 9                          | 62                      |
| TOTAL STAVANGER                    |                          |                   | <b>100</b>        | <b>0</b> | <b>2</b>  | <b>81</b>                  | <b>11</b>        | <b>3</b>         | <b>5</b>               | <b>0</b>               | <b>0</b>                | <b>12</b>                  | <b>79</b>                | <b>9</b>                   | <b>62</b>               |
| TOTAL NORWAY                       |                          |                   | <b>114</b>        | <b>0</b> | <b>2</b>  | <b>75</b>                  | <b>10</b>        | <b>6</b>         | <b>9</b>               | <b>0</b>               | <b>0</b>                | <b>17</b>                  | <b>79</b>                | <b>9</b>                   | <b>62</b>               |
| <b>PORTUGAL(EXCLUDING MADEIRA)</b> |                          |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| FARO                               | MY TRAVEL AIRWAYS UK     | C                 | 8                 | 0        | 0         | 75                         | 25               | 0                | 0                      | 0                      | 0                       | 9                          | 80                       | 10                         | 10                      |
| TOTAL FARO                         |                          |                   | <b>8</b>          | <b>0</b> | <b>0</b>  | <b>75</b>                  | <b>25</b>        | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>9</b>                   | <b>80</b>                | <b>10</b>                  | <b>10</b>               |
| TOTAL PORTUGAL(EXCLUDING MADEIRA)  |                          |                   | <b>8</b>          | <b>0</b> | <b>0</b>  | <b>75</b>                  | <b>25</b>        | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>9</b>                   | <b>75</b>                | <b>12</b>                  | <b>12</b>               |
| <b>PORTUGAL(MADEIRA)</b>           |                          |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| FUNCHAL                            | SATA                     | C                 | 10                | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 6                          | 0                        | 0                          | 0                       |
| TOTAL FUNCHAL                      |                          |                   | <b>10</b>         | <b>0</b> | <b>0</b>  | <b>100</b>                 | <b>0</b>         | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>6</b>                   | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| TOTAL PORTUGAL(MADEIRA)            |                          |                   | <b>10</b>         | <b>0</b> | <b>0</b>  | <b>100</b>                 | <b>0</b>         | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>6</b>                   | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |

## CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR MARCH 2004

## Reporting Airport: NEWCASTLE (Full Analysis)

| ORIGIN / DESTINATION                   | AIRLINE                     | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         |                            | MAR 2003                 |                            |                         |
|--|-----------------------------|-------------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|  |                             |                   | MATCHED           |          | UNMATCHED | Early to<br>15 mins        | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|  |                             |                   | Actual (7)        | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| <b>SPAIN</b>                           |                             |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| ALICANTE                               | BRITANNIA AIRWAYS           | C                 | 26                | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 2                          | 100                      | 1                          | 26                      |
|  | EASYJET AIRLINE COMPANY LTD | S                 | 72                | 0        | 0         | 69                         | 11               | 11               | 8                      | 0                      | 0                       | 16                         | 17                       | 75                         | 6                       |
|  | MY TRAVEL AIRWAYS UK        | C                 | 18                | 0        | 0         | 89                         | 0                | 0                | 0                      | 11                     | 0                       | 31                         | 100                      | 1                          | 18                      |
| <b>TOTAL ALICANTE</b>                  |                             |                   | <b>116</b>        | <b>0</b> | <b>0</b>  | <b>79</b>                  | <b>7</b>         | <b>7</b>         | <b>5</b>               | <b>2</b>               | <b>0</b>                | <b>15</b>                  | <b>90</b>                | <b>10</b>                  | <b>50</b>               |
| BARCELONA                              | EASYJET AIRLINE COMPANY LTD | S                 | 62                | 0        | 0         | 68                         | 10               | 10               | 10                     | 3                      | 0                       | 26                         | 0                        | 161                        | 4                       |
| <b>TOTAL BARCELONA</b>                 |                             |                   | <b>62</b>         | <b>0</b> | <b>0</b>  | <b>68</b>                  | <b>10</b>        | <b>10</b>        | <b>10</b>              | <b>3</b>               | <b>0</b>                | <b>26</b>                  | <b>20</b>                | <b>129</b>                 | <b>5</b>                |
| MALAGA                                 | BRITANNIA AIRWAYS           | C                 | 8                 | 0        | 0         | 75                         | 13               | 13               | 0                      | 0                      | 0                       | 7                          | 100                      | 3                          | 10                      |
|  | EASYJET AIRLINE COMPANY LTD | S                 | 60                | 2        | 0         | 58                         | 22               | 12               | 2                      | 7                      | 0                       | 30                         | 0                        | 0                          | 0                       |
|  | MY TRAVEL AIRWAYS UK        | C                 | 8                 | 0        | 0         | 75                         | 25               | 0                | 0                      | 0                      | 0                       | 12                         | 88                       | 4                          | 8                       |
| <b>TOTAL MALAGA</b>                    |                             |                   | <b>76</b>         | <b>2</b> | <b>0</b>  | <b>62</b>                  | <b>21</b>        | <b>11</b>        | <b>1</b>               | <b>5</b>               | <b>0</b>                | <b>26</b>                  | <b>95</b>                | <b>3</b>                   | <b>19</b>               |
| PALMA DE MALLORCA                      | AIR ATLANTA ICELANDIC       | C                 | 2                 | 0        | 0         | 0                          | 0                | 50               | 50                     | 0                      | 0                       | 102                        | 0                        | 0                          | 0                       |
|  | BRITANNIA AIRWAYS           | C                 | 8                 | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 4                          | 86                       | 5                          | 7                       |
|  | EUJET                       | C                 | 2                 | 0        | 0         | 50                         | 50               | 0                | 0                      | 0                      | 0                       | 9                          | 0                        | 0                          | 0                       |
|  | FIRST CHOICE AIRWAYS LTD    | C                 | 4                 | 0        | 0         | 75                         | 0                | 25               | 0                      | 0                      | 0                       | 10                         | 0                        | 0                          | 0                       |
|  | HOLA AIRLINES               | C                 | 2                 | 0        | 0         | 50                         | 50               | 0                | 0                      | 0                      | 0                       | 20                         | 0                        | 0                          | 0                       |
|  | MY TRAVEL AIRWAYS UK        | C                 | 8                 | 0        | 0         | 63                         | 13               | 13               | 0                      | 13                     | 0                       | 44                         | 75                       | 11                         | 16                      |
|  | THOMAS COOK AIRLINES LTD    | C                 | 2                 | 0        | 0         | 0                          | 0                | 50               | 50                     | 0                      | 0                       | 72                         | 0                        | 0                          | 0                       |
| <b>TOTAL PALMA DE MALLORCA</b>         |                             |                   | <b>29</b>         | <b>0</b> | <b>0</b>  | <b>66</b>                  | <b>10</b>        | <b>14</b>        | <b>7</b>               | <b>3</b>               | <b>0</b>                | <b>29</b>                  | <b>78</b>                | <b>9</b>                   | <b>23</b>               |
| <b>TOTAL SPAIN</b>                     |                             |                   | <b>283</b>        | <b>2</b> | <b>0</b>  | <b>71</b>                  | <b>12</b>        | <b>9</b>         | <b>5</b>               | <b>3</b>               | <b>0</b>                | <b>22</b>                  | <b>85</b>                | <b>15</b>                  | <b>97</b>               |
| <b>SPAIN(CANARY ISLANDS)</b>           |                             |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| ARRECIFE                               | BRITANNIA AIRWAYS           | C                 | 10                | 0        | 0         | 80                         | 10               | 10               | 0                      | 0                      | 0                       | 7                          | 100                      | 1                          | 8                       |
|  | MY TRAVEL AIRWAYS UK        | C                 | 8                 | 0        | 0         | 50                         | 38               | 0                | 13                     | 0                      | 0                       | 22                         | 0                        | 0                          | 0                       |
|  | THOMAS COOK AIRLINES LTD    | C                 | 8                 | 0        | 0         | 75                         | 25               | 0                | 0                      | 0                      | 0                       | 6                          | 100                      | 0                          | 8                       |
| <b>TOTAL ARRECIFE</b>                  |                             |                   | <b>26</b>         | <b>0</b> | <b>0</b>  | <b>69</b>                  | <b>23</b>        | <b>4</b>         | <b>4</b>               | <b>0</b>               | <b>0</b>                | <b>11</b>                  | <b>88</b>                | <b>4</b>                   | <b>24</b>               |
| FUERTEVENTURA                          | MY TRAVEL AIRWAYS UK        | C                 | 10                | 0        | 0         | 90                         | 10               | 0                | 0                      | 0                      | 0                       | 4                          | 100                      | 1                          | 8                       |
| <b>TOTAL FUERTEVENTURA</b>             |                             |                   | <b>10</b>         | <b>0</b> | <b>0</b>  | <b>90</b>                  | <b>10</b>        | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>4</b>                   | <b>100</b>               | <b>1</b>                   | <b>8</b>                |
| LAS PALMAS                             | BRITANNIA AIRWAYS           | C                 | 10                | 0        | 0         | 50                         | 40               | 10               | 0                      | 0                      | 0                       | 17                         | 90                       | 2                          | 10                      |
|  | MY TRAVEL AIRWAYS UK        | C                 | 10                | 0        | 0         | 60                         | 40               | 0                | 0                      | 0                      | 0                       | 9                          | 80                       | 13                         | 10                      |
|  | THOMAS COOK AIRLINES LTD    | C                 | 10                | 0        | 0         | 80                         | 0                | 0                | 20                     | 0                      | 0                       | 19                         | 100                      | 0                          | 10                      |
| <b>TOTAL LAS PALMAS</b>                |                             |                   | <b>30</b>         | <b>0</b> | <b>0</b>  | <b>63</b>                  | <b>27</b>        | <b>3</b>         | <b>7</b>               | <b>0</b>               | <b>0</b>                | <b>15</b>                  | <b>90</b>                | <b>5</b>                   | <b>30</b>               |
| TENERIFE (SURREINA SOFIA)              | BRITANNIA AIRWAYS           | C                 | 17                | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 0                          | 84                       | 14                         | 19                      |
|  | FUTURA AIRLINES             | C                 | 8                 | 0        | 0         | 75                         | 0                | 25               | 0                      | 0                      | 0                       | 14                         | 0                        | 0                          | 0                       |
|  | MY TRAVEL AIRWAYS UK        | C                 | 17                | 1        | 0         | 82                         | 0                | 6                | 12                     | 0                      | 0                       | 13                         | 65                       | 16                         | 17                      |
|  | THOMAS COOK AIRLINES LTD    | C                 | 8                 | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 1                          | 100                      | 1                          | 8                       |
|  | VOLAR AIRLINES              | C                 | 8                 | 0        | 0         | 38                         | 13               | 25               | 25                     | 0                      | 0                       | 41                         | 0                        | 0                          | 0                       |
| <b>TOTAL TENERIFE (SURREINA SOFIA)</b> |                             |                   | <b>58</b>         | <b>1</b> | <b>0</b>  | <b>83</b>                  | <b>2</b>         | <b>9</b>         | <b>7</b>               | <b>0</b>               | <b>0</b>                | <b>11</b>                  | <b>75</b>                | <b>13</b>                  | <b>60</b>               |
| <b>TOTAL SPAIN(CANARY ISLANDS)</b>     |                             |                   | <b>124</b>        | <b>1</b> | <b>0</b>  | <b>76</b>                  | <b>13</b>        | <b>6</b>         | <b>6</b>               | <b>0</b>               | <b>0</b>                | <b>12</b>                  | <b>83</b>                | <b>9</b>                   | <b>122</b>              |
| <b>SWITZERLAND</b>                     |                             |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| GENEVA                                 | FLYBE.BRITISH EUROPEAN      | C                 | 8                 | 0        | 0         | 63                         | 25               | 13               | 0                      | 0                      | 0                       | 10                         | 80                       | 27                         | 10                      |
| <b>TOTAL GENEVA</b>                    |                             |                   | <b>8</b>          | <b>0</b> | <b>0</b>  | <b>63</b>                  | <b>25</b>        | <b>13</b>        | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>10</b>                  | <b>80</b>                | <b>27</b>                  | <b>10</b>               |
| <b>TOTAL SWITZERLAND</b>               |                             |                   | <b>8</b>          | <b>0</b> | <b>0</b>  | <b>63</b>                  | <b>25</b>        | <b>13</b>        | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>10</b>                  | <b>82</b>                | <b>25</b>                  | <b>11</b>               |



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| ORIGIN / DESTINATION        | AIRLINE                     | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         |                            | MAR 2003                 |                            |                         |
|-----------------------------|-----------------------------|-------------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                             |                             |                   | MATCHED           |          | UNMATCHED | Early to<br>15 mins        | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                             |                             |                   | Actual (7)        | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| <b>TUNISIA</b>              |                             |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| MONASTIR                    | NOUVELAIR TUNISIE           | C                 | 8                 | 0        | 0         | 75                         | 0                | 13               | 13                     | 0                      | 0                       | 19                         | 80                       | 9                          | 10                      |
| TOTAL MONASTIR              |                             |                   | 8                 | 0        | 0         | 75                         | 0                | 13               | 13                     | 0                      | 0                       | 19                         | 80                       | 9                          | 10                      |
| TOTAL TUNISIA               |                             |                   | 8                 | 0        | 0         | 75                         | 0                | 13               | 13                     | 0                      | 0                       | 19                         | 80                       | 9                          | 10                      |
| <b>UNITED KINGDOM</b>       |                             |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| ABERDEEN                    | EASTERN AIRWAYS             | S                 | 236               | 0        | 2         | 91                         | 5                | 3                | 1                      | 0                      | 0                       | 5                          | 67                       | 15                         | 12                      |
| TOTAL ABERDEEN              |                             |                   | 236               | 0        | 2         | 91                         | 5                | 3                | 1                      | 0                      | 0                       | 5                          | 95                       | 2                          | 181                     |
| BELFAST CITY                | FLYBE.BRITISH EUROPEAN      | S                 | 217               | 0        | 0         | 94                         | 3                | 2                | 0                      | 0                      | 0                       | 5                          | 85                       | 12                         | 251                     |
| TOTAL BELFAST CITY          |                             |                   | 217               | 0        | 0         | 94                         | 3                | 2                | 0                      | 0                      | 0                       | 5                          | 85                       | 12                         | 251                     |
| BELFAST INTERNATIONAL       | EASYJET AIRLINE COMPANY LTD | S                 | 123               | 1        | 1         | 72                         | 12               | 13               | 3                      | 0                      | 0                       | 13                         | 14                       | 121                        | 7                       |
| TOTAL BELFAST INTERNATIONAL |                             |                   | 123               | 1        | 1         | 72                         | 12               | 13               | 3                      | 0                      | 0                       | 13                         | 14                       | 121                        | 7                       |
| BIRMINGHAM                  | EASTERN AIRWAYS             | S                 | 178               | 0        | 6         | 83                         | 3                | 9                | 5                      | 0                      | 0                       | 11                         | 100                      | 1                          | 10                      |
| TOTAL BIRMINGHAM            |                             |                   | 178               | 0        | 6         | 83                         | 3                | 9                | 5                      | 0                      | 0                       | 11                         | 84                       | 12                         | 166                     |
| BRISTOL                     | EASYJET AIRLINE COMPANY LTD | S                 | 166               | 2        | 2         | 77                         | 14               | 6                | 4                      | 0                      | 0                       | 13                         | 0                        | 0                          | 0                       |
| TOTAL BRISTOL               |                             |                   | 166               | 2        | 2         | 77                         | 14               | 6                | 4                      | 0                      | 0                       | 13                         | 85                       | 10                         | 145                     |
| CARDIFF WALES               | AIR WALES LTD               | S                 | 98                | 2        | 0         | 78                         | 6                | 9                | 5                      | 2                      | 0                       | 16                         | 0                        | 0                          | 0                       |
| TOTAL CARDIFF WALES         |                             |                   | 98                | 2        | 0         | 78                         | 6                | 9                | 5                      | 2                      | 0                       | 16                         | 0                        | 0                          | 0                       |
| GATWICK                     | BRITISH AIRWAYS PLC         | S                 | 238               | 0        | 0         | 92                         | 4                | 3                | 1                      | 0                      | 0                       | 4                          | 0                        | 0                          | 0                       |
| TOTAL GATWICK               |                             |                   | 238               | 0        | 0         | 92                         | 4                | 3                | 1                      | 0                      | 0                       | 4                          | 87                       | 7                          | 245                     |
| HEATHROW                    | BRITISH AIRWAYS PLC         | S                 | 408               | 0        | 0         | 73                         | 14               | 9                | 3                      | 0                      | 0                       | 13                         | 85                       | 8                          | 357                     |
| TOTAL HEATHROW              |                             |                   | 408               | 0        | 0         | 73                         | 14               | 9                | 3                      | 0                      | 0                       | 13                         | 85                       | 8                          | 358                     |
| ISLE OF MAN                 | EASTERN AIRWAYS             | S                 | 44                | 0        | 2         | 86                         | 2                | 2                | 9                      | 0                      | 0                       | 13                         | 0                        | 0                          | 0                       |
| TOTAL ISLE OF MAN           |                             |                   | 44                | 0        | 2         | 86                         | 2                | 2                | 9                      | 0                      | 0                       | 13                         | 0                        | 0                          | 0                       |
| NEWQUAY                     | EXCEL AIRWAYS LTD           | C                 | 2                 | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 9                          | 0                        | 0                          | 0                       |
| TOTAL NEWQUAY               |                             |                   | 2                 | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 9                          | 0                        | 0                          | 0                       |
| SOUTHAMPTON                 | EASTERN AIRWAYS             | S                 | 146               | 0        | 0         | 90                         | 5                | 4                | 0                      | 1                      | 0                       | 7                          | 50                       | 23                         | 8                       |
| TOTAL SOUTHAMPTON           |                             |                   | 146               | 0        | 0         | 90                         | 5                | 4                | 0                      | 1                      | 0                       | 7                          | 94                       | 5                          | 130                     |
| STANSTED                    | EASYJET AIRLINE COMPANY LTD | S                 | 238               | 0        | 0         | 71                         | 13               | 9                | 7                      | 0                      | 0                       | 17                         | 58                       | 24                         | 224                     |
| TOTAL STANSTED              |                             |                   | 238               | 0        | 0         | 71                         | 13               | 9                | 7                      | 0                      | 0                       | 17                         | 58                       | 24                         | 224                     |
| TOTAL UNITED KINGDOM        |                             |                   | 2094              | 6        | 13        | 82                         | 8                | 6                | 3                      | 0                      | 0                       | 10                         | 83                       | 11                         | 1707                    |
| TOTAL NEWCASTLE             |                             |                   | 3673              | 15       | 15        | 80                         | 9                | 7                | 4                      | 0                      | 0                       | 11                         | 82                       | 12                         | 2897                    |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR MARCH 2004

Reporting Airport: STANSTED (Full Analysis)

| ORIGIN / DESTINATION           | AIRLINE                     | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |            |                     | PERCENTAGE OF FLIGHTS LATE |                  |                        |                        |                         |                            |                          | MAR 2003                   |                         |            |
|--------------------------------|-----------------------------|-------------------|-------------------|------------|---------------------|----------------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|------------|
|                                |                             |                   | UNMATCHED         |            | Early to<br>15 mins | 16 to<br>30 mins           | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |            |
|                                |                             |                   | MATCHED           | Actual (7) |                     |                            |                  |                        |                        |                         |                            |                          |                            |                         | Plan (8)   |
| <b>AUSTRIA</b>                 |                             |                   |                   |            |                     |                            |                  |                        |                        |                         |                            |                          |                            |                         |            |
| GRAZ                           | RYANAIR                     | S                 | 62                | 0          | 0                   | 94                         | 3                | 0                      | 3                      | 0                       | 0                          | 5                        | 53                         | 22                      | 62         |
| <b>TOTAL GRAZ</b>              |                             |                   | <b>62</b>         | <b>0</b>   | <b>0</b>            | <b>94</b>                  | <b>3</b>         | <b>0</b>               | <b>3</b>               | <b>0</b>                | <b>0</b>                   | <b>5</b>                 | <b>53</b>                  | <b>22</b>               | <b>62</b>  |
| INNSBRUCK                      | FIRST CHOICE AIRWAYS LTD    | C                 | 8                 | 0          | 0                   | 88                         | 0                | 0                      | 0                      | 13                      | 0                          | 26                       | 60                         | 8                       | 10         |
| <b>TOTAL INNSBRUCK</b>         |                             |                   | <b>8</b>          | <b>0</b>   | <b>0</b>            | <b>88</b>                  | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>13</b>               | <b>0</b>                   | <b>26</b>                | <b>60</b>                  | <b>8</b>                | <b>10</b>  |
| KLAGENFURT                     | RYANAIR                     | S                 | 62                | 0          | 0                   | 85                         | 11               | 3                      | 0                      | 0                       | 0                          | 5                        | 85                         | 6                       | 61         |
| <b>TOTAL KLAGENFURT</b>        |                             |                   | <b>62</b>         | <b>0</b>   | <b>0</b>            | <b>85</b>                  | <b>11</b>        | <b>3</b>               | <b>0</b>               | <b>0</b>                | <b>0</b>                   | <b>5</b>                 | <b>85</b>                  | <b>6</b>                | <b>61</b>  |
| LINZ                           | RYANAIR                     | S                 | 62                | 0          | 0                   | 98                         | 2                | 0                      | 0                      | 0                       | 0                          | 1                        | 0                          | 0                       | 0          |
| <b>TOTAL LINZ</b>              |                             |                   | <b>62</b>         | <b>0</b>   | <b>0</b>            | <b>98</b>                  | <b>2</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>0</b>                   | <b>1</b>                 | <b>0</b>                   | <b>0</b>                | <b>0</b>   |
| SALZBURG                       | BRITANNIA AIRWAYS           | C                 | 4                 | 0          | 0                   | 100                        | 0                | 0                      | 0                      | 0                       | 0                          | 0                        | 71                         | 19                      | 7          |
|                                | RYANAIR                     | S                 | 124               | 0          | 0                   | 84                         | 12               | 4                      | 0                      | 0                       | 0                          | 8                        | 86                         | 10                      | 116        |
| <b>TOTAL SALZBURG</b>          |                             |                   | <b>128</b>        | <b>0</b>   | <b>0</b>            | <b>84</b>                  | <b>12</b>        | <b>4</b>               | <b>0</b>               | <b>0</b>                | <b>0</b>                   | <b>7</b>                 | <b>85</b>                  | <b>11</b>               | <b>125</b> |
| <b>TOTAL AUSTRIA</b>           |                             |                   | <b>322</b>        | <b>0</b>   | <b>0</b>            | <b>89</b>                  | <b>8</b>         | <b>2</b>               | <b>1</b>               | <b>0</b>                | <b>0</b>                   | <b>6</b>                 | <b>76</b>                  | <b>12</b>               | <b>258</b> |
| <b>BELGIUM</b>                 |                             |                   |                   |            |                     |                            |                  |                        |                        |                         |                            |                          |                            |                         |            |
| CHARLEROI                      | RYANAIR                     | S                 | 170               | 0          | 0                   | 86                         | 6                | 4                      | 3                      | 1                       | 0                          | 9                        | 88                         | 8                       | 225        |
| <b>TOTAL CHARLEROI</b>         |                             |                   | <b>170</b>        | <b>0</b>   | <b>0</b>            | <b>86</b>                  | <b>6</b>         | <b>4</b>               | <b>3</b>               | <b>1</b>                | <b>0</b>                   | <b>9</b>                 | <b>88</b>                  | <b>8</b>                | <b>225</b> |
| <b>TOTAL BELGIUM</b>           |                             |                   | <b>170</b>        | <b>1</b>   | <b>0</b>            | <b>86</b>                  | <b>6</b>         | <b>4</b>               | <b>3</b>               | <b>1</b>                | <b>0</b>                   | <b>9</b>                 | <b>88</b>                  | <b>8</b>                | <b>225</b> |
| <b>CYPRUS</b>                  |                             |                   |                   |            |                     |                            |                  |                        |                        |                         |                            |                          |                            |                         |            |
| LARNACA                        | CYPRUS AIRWAYS              | S                 | 26                | 1          | 2                   | 65                         | 27               | 8                      | 0                      | 0                       | 0                          | 10                       | 69                         | 19                      | 16         |
|                                | HELIOS AIRWAYS LTD          | S                 | 8                 | 0          | 0                   | 88                         | 13               | 0                      | 0                      | 0                       | 0                          | 3                        | 0                          | 0                       | 0          |
| <b>TOTAL LARNACA</b>           |                             |                   | <b>34</b>         | <b>1</b>   | <b>2</b>            | <b>71</b>                  | <b>24</b>        | <b>6</b>               | <b>0</b>               | <b>0</b>                | <b>0</b>                   | <b>9</b>                 | <b>69</b>                  | <b>19</b>               | <b>16</b>  |
| PAPHOS                         | FIRST CHOICE AIRWAYS LTD    | S                 | 8                 | 0          | 0                   | 75                         | 0                | 25                     | 0                      | 0                       | 0                          | 12                       | 88                         | 8                       | 8          |
|                                | HELIOS AIRWAYS LTD          | S                 | 2                 | 0          | 0                   | 100                        | 0                | 0                      | 0                      | 0                       | 0                          | 0                        | 100                        | 0                       | 8          |
| <b>TOTAL PAPHOS</b>            |                             |                   | <b>10</b>         | <b>0</b>   | <b>0</b>            | <b>80</b>                  | <b>0</b>         | <b>20</b>              | <b>0</b>               | <b>0</b>                | <b>0</b>                   | <b>9</b>                 | <b>96</b>                  | <b>4</b>                | <b>23</b>  |
| <b>TOTAL CYPRUS</b>            |                             |                   | <b>44</b>         | <b>1</b>   | <b>2</b>            | <b>73</b>                  | <b>18</b>        | <b>9</b>               | <b>0</b>               | <b>0</b>                | <b>0</b>                   | <b>9</b>                 | <b>85</b>                  | <b>10</b>               | <b>39</b>  |
| <b>CZECH REPUBLIC</b>          |                             |                   |                   |            |                     |                            |                  |                        |                        |                         |                            |                          |                            |                         |            |
| PRAGUE                         | CSA                         | S                 | 110               | 0          | 0                   | 83                         | 12               | 3                      | 3                      | 0                       | 0                          | 9                        | 73                         | 20                      | 108        |
|                                | EASYJET AIRLINE COMPANY LTD | S                 | 186               | 1          | 0                   | 66                         | 18               | 11                     | 5                      | 0                       | 0                          | 15                       | 58                         | 21                      | 185        |
| <b>TOTAL PRAGUE</b>            |                             |                   | <b>297</b>        | <b>2</b>   | <b>0</b>            | <b>72</b>                  | <b>15</b>        | <b>8</b>               | <b>4</b>               | <b>0</b>                | <b>0</b>                   | <b>13</b>                | <b>64</b>                  | <b>21</b>               | <b>293</b> |
| <b>TOTAL CZECH REPUBLIC</b>    |                             |                   | <b>297</b>        | <b>2</b>   | <b>0</b>            | <b>72</b>                  | <b>15</b>        | <b>8</b>               | <b>4</b>               | <b>0</b>                | <b>0</b>                   | <b>13</b>                | <b>64</b>                  | <b>21</b>               | <b>293</b> |
| <b>DENMARK</b>                 |                             |                   |                   |            |                     |                            |                  |                        |                        |                         |                            |                          |                            |                         |            |
| AARHUS (TIRSTRUP)              | RYANAIR                     | S                 | 107               | 0          | 1                   | 86                         | 8                | 6                      | 0                      | 0                       | 0                          | 6                        | 66                         | 16                      | 101        |
| <b>TOTAL AARHUS (TIRSTRUP)</b> |                             |                   | <b>107</b>        | <b>0</b>   | <b>1</b>            | <b>86</b>                  | <b>8</b>         | <b>6</b>               | <b>0</b>               | <b>0</b>                | <b>0</b>                   | <b>6</b>                 | <b>66</b>                  | <b>16</b>               | <b>101</b> |
| COPENHAGEN                     | EASYJET AIRLINE COMPANY LTD | S                 | 186               | 0          | 0                   | 66                         | 19               | 8                      | 7                      | 0                       | 0                          | 16                       | 51                         | 19                      | 168        |
| <b>TOTAL COPENHAGEN</b>        |                             |                   | <b>186</b>        | <b>0</b>   | <b>0</b>            | <b>66</b>                  | <b>19</b>        | <b>8</b>               | <b>7</b>               | <b>0</b>                | <b>0</b>                   | <b>16</b>                | <b>51</b>                  | <b>19</b>               | <b>168</b> |
| ESBJERG                        | RYANAIR                     | S                 | 62                | 0          | 0                   | 90                         | 3                | 3                      | 3                      | 0                       | 0                          | 6                        | 90                         | 4                       | 62         |
| <b>TOTAL ESBJERG</b>           |                             |                   | <b>62</b>         | <b>0</b>   | <b>0</b>            | <b>90</b>                  | <b>3</b>         | <b>3</b>               | <b>3</b>               | <b>0</b>                | <b>0</b>                   | <b>6</b>                 | <b>90</b>                  | <b>4</b>                | <b>62</b>  |
| <b>TOTAL DENMARK</b>           |                             |                   | <b>355</b>        | <b>0</b>   | <b>1</b>            | <b>76</b>                  | <b>13</b>        | <b>6</b>               | <b>4</b>               | <b>0</b>                | <b>0</b>                   | <b>11</b>                | <b>63</b>                  | <b>15</b>               | <b>331</b> |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR MARCH 2004

Reporting Airport: STANSTED (Full Analysis)

| ORIGIN / DESTINATION                | AIRLINE                     | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         |                            | MAR 2003                 |                            |                         |
|-------------------------------------|-----------------------------|-------------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                                     |                             |                   | MATCHED           |          | UNMATCHED | Early to<br>15 mins        | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                                     |                             |                   | Actual (7)        | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| <b>FED REP YUGO SERBIA M'ENEGRO</b> |                             |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| PRISTINA                            | CHANNEL EXPRESS (AIR SVS)   | C                 | 2                 | 2        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 0                          | 100                      | 6                          | 5                       |
| TOTAL PRISTINA                      |                             |                   | 2                 | 2        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 0                          | 100                      | 6                          | 5                       |
| TOTAL FED REP YUGO SERBIA M'ENEGRO  |                             |                   | 2                 | 2        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 0                          | 100                      | 6                          | 5                       |
| <b>FINLAND</b>                      |                             |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| ROVANIEMI                           | EUROPEAN AIR CHARTER        | C                 | 2                 | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 1                          | 0                        | 0                          | 0                       |
| TOTAL ROVANIEMI                     |                             |                   | 2                 | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 1                          | 0                        | 0                          | 0                       |
| TAMPERE                             | RYANAIR                     | S                 | 57                | 5        | 5         | 98                         | 2                | 0                | 0                      | 0                      | 0                       | 1                          | 0                        | 0                          | 0                       |
| TOTAL TAMPERE                       |                             |                   | 57                | 5        | 5         | 98                         | 2                | 0                | 0                      | 0                      | 0                       | 1                          | 0                        | 0                          | 0                       |
| TOTAL FINLAND                       |                             |                   | 59                | 5        | 5         | 98                         | 2                | 0                | 0                      | 0                      | 0                       | 1                          | 0                        | 0                          | 0                       |
| <b>FRANCE</b>                       |                             |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| BERGERAC                            | RYANAIR                     | S                 | 48                | 0        | 8         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 1                          | 0                        | 0                          | 0                       |
| TOTAL BERGERAC                      |                             |                   | 48                | 0        | 8         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 1                          | 77                       | 11                         | 44                      |
| BIARRITZ                            | RYANAIR                     | S                 | 62                | 0        | 0         | 92                         | 6                | 2                | 0                      | 0                      | 0                       | 3                          | 92                       | 4                          | 62                      |
| TOTAL BIARRITZ                      |                             |                   | 62                | 0        | 0         | 92                         | 6                | 2                | 0                      | 0                      | 0                       | 3                          | 92                       | 4                          | 62                      |
| BREST                               | RYANAIR                     | S                 | 62                | 0        | 0         | 89                         | 6                | 5                | 0                      | 0                      | 0                       | 6                          | 0                        | 0                          | 0                       |
| TOTAL BREST                         |                             |                   | 62                | 0        | 0         | 89                         | 6                | 5                | 0                      | 0                      | 0                       | 6                          | 94                       | 5                          | 34                      |
| CARCASSONNE                         | RYANAIR                     | S                 | 62                | 0        | 3         | 87                         | 10               | 3                | 0                      | 0                      | 0                       | 5                          | 85                       | 15                         | 61                      |
| TOTAL CARCASSONNE                   |                             |                   | 62                | 0        | 3         | 87                         | 10               | 3                | 0                      | 0                      | 0                       | 5                          | 85                       | 15                         | 61                      |
| CHAMBERY                            | TITAN AIRWAYS LTD           | C                 | 16                | 0        | 0         | 69                         | 13               | 13               | 6                      | 0                      | 0                       | 22                         | 50                       | 23                         | 20                      |
| TOTAL CHAMBERY                      |                             |                   | 16                | 0        | 0         | 69                         | 13               | 13               | 6                      | 0                      | 0                       | 22                         | 56                       | 23                         | 36                      |
| DINARD                              | RYANAIR                     | S                 | 62                | 0        | 0         | 94                         | 3                | 2                | 2                      | 0                      | 0                       | 4                          | 98                       | 1                          | 60                      |
| TOTAL DINARD                        |                             |                   | 62                | 0        | 0         | 94                         | 3                | 2                | 2                      | 0                      | 0                       | 4                          | 98                       | 1                          | 60                      |
| LA ROCHELLE                         | RYANAIR                     | S                 | 62                | 0        | 0         | 95                         | 3                | 2                | 0                      | 0                      | 0                       | 3                          | 0                        | 0                          | 0                       |
| TOTAL LA ROCHELLE                   |                             |                   | 62                | 0        | 0         | 95                         | 3                | 2                | 0                      | 0                      | 0                       | 3                          | 64                       | 26                         | 36                      |
| LIMOGES                             | RYANAIR                     | S                 | 62                | 0        | 0         | 98                         | 0                | 2                | 0                      | 0                      | 0                       | 2                          | 0                        | 0                          | 0                       |
| TOTAL LIMOGES                       |                             |                   | 62                | 0        | 0         | 98                         | 0                | 2                | 0                      | 0                      | 0                       | 2                          | 94                       | 4                          | 34                      |
| <b>LYON</b>                         |                             |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
|                                     | CHANNEL EXPRESS (AIR SVS)   | C                 | 12                | 0        | 0         | 75                         | 17               | 8                | 0                      | 0                      | 0                       | 7                          | 0                        | 0                          | 0                       |
|                                     | EASYJET AIRLINE COMPANY LTD | S                 | 186               | 0        | 0         | 63                         | 20               | 11               | 6                      | 0                      | 0                       | 16                         | 57                       | 22                         | 152                     |
|                                     | EUROPEAN AIR CHARTER        | C                 | 4                 | 0        | 0         | 25                         | 25               | 50               | 0                      | 0                      | 0                       | 25                         | 30                       | 23                         | 10                      |
| TOTAL LYON                          |                             |                   | 202               | 0        | 0         | 63                         | 20               | 12               | 5                      | 0                      | 0                       | 16                         | 55                       | 23                         | 172                     |
| MONTPELLIER                         | RYANAIR                     | S                 | 62                | 0        | 0         | 97                         | 3                | 0                | 0                      | 0                      | 0                       | 3                          | 79                       | 8                          | 61                      |
| TOTAL MONTPELLIER                   |                             |                   | 62                | 0        | 0         | 97                         | 3                | 0                | 0                      | 0                      | 0                       | 3                          | 79                       | 8                          | 61                      |
| NICE                                | EASYJET AIRLINE COMPANY LTD | S                 | 62                | 0        | 0         | 84                         | 5                | 8                | 3                      | 0                      | 0                       | 9                          | 70                       | 16                         | 61                      |
| TOTAL NICE                          |                             |                   | 62                | 0        | 0         | 84                         | 5                | 8                | 3                      | 0                      | 0                       | 9                          | 70                       | 16                         | 63                      |
| NIMES                               | RYANAIR                     | S                 | 62                | 0        | 3         | 73                         | 16               | 6                | 2                      | 3                      | 0                       | 17                         | 68                       | 13                         | 62                      |
| TOTAL NIMES                         |                             |                   | 62                | 0        | 3         | 73                         | 16               | 6                | 2                      | 3                      | 0                       | 17                         | 68                       | 13                         | 62                      |
| PAU                                 | RYANAIR                     | S                 | 62                | 0        | 0         | 89                         | 6                | 5                | 0                      | 0                      | 0                       | 4                          | 0                        | 0                          | 0                       |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR MARCH 2004

Reporting Airport: STANSTED (Full Analysis)

| ORIGIN / DESTINATION       | AIRLINE                   | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |            |          | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         |                            | MAR 2003                 |                            |                         |
|----------------------------|---------------------------|-------------------|-------------------|------------|----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                            |                           |                   | MATCHED           | UNMATCHED  |          | Early to<br>15 mins        | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                            |                           |                   |                   | Actual (7) | Plan (8) |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| TOTAL PAU                  |                           |                   | 62                | 0          | 0        | 89                         | 6                | 5                | 0                      | 0                      | 0                       | 4                          | 0                        | 0                          | 0                       |
| PERPIGNAN                  | RYANAIR                   | S                 | 62                | 0          | 0        | 81                         | 6                | 3                | 10                     | 0                      | 0                       | 16                         | 85                       | 7                          | 62                      |
| TOTAL PERPIGNAN            |                           |                   | 62                | 0          | 0        | 81                         | 6                | 3                | 10                     | 0                      | 0                       | 16                         | 85                       | 7                          | 62                      |
| POITIERS                   | RYANAIR                   | S                 | 62                | 0          | 0        | 92                         | 5                | 3                | 0                      | 0                      | 0                       | 3                          | 0                        | 0                          | 0                       |
| TOTAL POITIERS             |                           |                   | 62                | 0          | 0        | 92                         | 5                | 3                | 0                      | 0                      | 0                       | 3                          | 81                       | 16                         | 36                      |
| RODEZ                      | RYANAIR                   | S                 | 62                | 0          | 0        | 97                         | 2                | 0                | 0                      | 0                      | 2                       | 10                         | 0                        | 0                          | 0                       |
| TOTAL RODEZ                |                           |                   | 62                | 0          | 0        | 97                         | 2                | 0                | 0                      | 0                      | 2                       | 10                         | 0                        | 0                          | 0                       |
| ST ETIENNE                 | RYANAIR                   | S                 | 62                | 0          | 0        | 98                         | 2                | 0                | 0                      | 0                      | 0                       | 3                          | 82                       | 17                         | 62                      |
| TOTAL ST ETIENNE           |                           |                   | 62                | 0          | 0        | 98                         | 2                | 0                | 0                      | 0                      | 0                       | 3                          | 82                       | 17                         | 62                      |
| TOULOUSE (BLAGNAC)         | EUROPEAN AIR CHARTER      | C                 | 4                 | 0          | 0        | 0                          | 25               | 0                | 75                     | 0                      | 0                       | 73                         | 86                       | 12                         | 7                       |
|                            | FIRST CHOICE AIRWAYS LTD  | C                 | 5                 | 0          | 0        | 80                         | 20               | 0                | 0                      | 0                      | 0                       | 4                          | 0                        | 0                          | 0                       |
| TOTAL TOULOUSE (BLAGNAC)   |                           |                   | 9                 | 0          | 0        | 44                         | 22               | 0                | 33                     | 0                      | 0                       | 35                         | 82                       | 9                          | 65                      |
| TOURS                      | RYANAIR                   | S                 | 62                | 0          | 0        | 97                         | 0                | 0                | 3                      | 0                      | 0                       | 3                          | 0                        | 0                          | 0                       |
| TOTAL TOURS                |                           |                   | 62                | 0          | 0        | 97                         | 0                | 0                | 3                      | 0                      | 0                       | 3                          | 71                       | 21                         | 34                      |
| TOTAL FRANCE               |                           |                   | 1205              | 0          | 14       | 86                         | 7                | 4                | 2                      | 0                      | 0                       | 8                          | 78                       | 13                         | 1536                    |
| GERMANY                    |                           |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| ALTENBURG - WALLBURG       | RYANAIR                   | S                 | 62                | 0          | 0        | 94                         | 2                | 3                | 2                      | 0                      | 0                       | 3                          | 0                        | 0                          | 0                       |
| TOTAL ALTENBURG - WALLBURG |                           |                   | 62                | 0          | 0        | 94                         | 2                | 3                | 2                      | 0                      | 0                       | 3                          | 0                        | 0                          | 0                       |
| BERLIN (SCHONEFELD)        | RYANAIR                   | S                 | 170               | 0          | 0        | 94                         | 5                | 2                | 0                      | 0                      | 0                       | 4                          | 0                        | 0                          | 0                       |
| TOTAL BERLIN (SCHONEFELD)  |                           |                   | 170               | 0          | 0        | 94                         | 5                | 2                | 0                      | 0                      | 0                       | 4                          | 87                       | 9                          | 129                     |
| BERLIN (TEGEL)             | AIR BERLIN                | S                 | 123               | 0          | 1        | 83                         | 9                | 4                | 4                      | 0                      | 0                       | 10                         | 69                       | 13                         | 124                     |
| TOTAL BERLIN (TEGEL)       |                           |                   | 123               | 0          | 1        | 83                         | 9                | 4                | 4                      | 0                      | 0                       | 10                         | 69                       | 13                         | 124                     |
| COLOGNE (BONN)             | EUROWINGS LUFTVERKEHRS    | S                 | 124               | 0          | 0        | 69                         | 19               | 12               | 0                      | 0                      | 0                       | 11                         | 92                       | 5                          | 181                     |
| TOTAL COLOGNE (BONN)       |                           |                   | 124               | 0          | 0        | 69                         | 19               | 12               | 0                      | 0                      | 0                       | 11                         | 92                       | 5                          | 181                     |
| DORTMUND                   | AIR BERLIN                | S                 | 12                | 0          | 0        | 83                         | 17               | 0                | 0                      | 0                      | 0                       | 8                          | 93                       | 5                          | 102                     |
| TOTAL DORTMUND             |                           |                   | 12                | 0          | 0        | 83                         | 17               | 0                | 0                      | 0                      | 0                       | 8                          | 93                       | 5                          | 102                     |
| DRESDEN                    | CHANNEL EXPRESS (AIR SVS) | C                 | 2                 | 0          | 0        | 50                         | 50               | 0                | 0                      | 0                      | 0                       | 8                          | 0                        | 0                          | 0                       |
| TOTAL DRESDEN              |                           |                   | 2                 | 0          | 0        | 50                         | 50               | 0                | 0                      | 0                      | 0                       | 8                          | 0                        | 0                          | 0                       |
| DUSSELDORF                 | AIR BERLIN                | S                 | 160               | 0          | 0        | 84                         | 9                | 6                | 1                      | 0                      | 0                       | 8                          | 0                        | 0                          | 0                       |
| TOTAL DUSSELDORF           |                           |                   | 160               | 0          | 0        | 84                         | 9                | 6                | 1                      | 0                      | 0                       | 8                          | 92                       | 4                          | 123                     |
| ERFURT                     | RYANAIR                   | S                 | 62                | 0          | 0        | 98                         | 0                | 2                | 0                      | 0                      | 0                       | 2                          | 0                        | 0                          | 0                       |
| TOTAL ERFURT               |                           |                   | 62                | 0          | 0        | 98                         | 0                | 2                | 0                      | 0                      | 0                       | 2                          | 0                        | 0                          | 0                       |
| FRIEDRICHSHAFEN            | RYANAIR                   | S                 | 62                | 0          | 0        | 97                         | 3                | 0                | 0                      | 0                      | 0                       | 2                          | 82                       | 11                         | 61                      |
| TOTAL FRIEDRICHSHAFEN      |                           |                   | 62                | 0          | 0        | 97                         | 3                | 0                | 0                      | 0                      | 0                       | 2                          | 82                       | 11                         | 61                      |
| HAHN                       | RYANAIR                   | S                 | 293               | 0          | 1        | 82                         | 8                | 7                | 2                      | 1                      | 0                       | 12                         | 81                       | 8                          | 328                     |
| TOTAL HAHN                 |                           |                   | 293               | 0          | 1        | 82                         | 8                | 7                | 2                      | 1                      | 0                       | 12                         | 81                       | 8                          | 328                     |
| HANOVER                    | AIR BERLIN                | S                 | 79                | 0          | 1        | 61                         | 9                | 10               | 15                     | 5                      | 0                       | 38                         | 92                       | 5                          | 61                      |
| TOTAL HANOVER              |                           |                   | 79                | 0          | 1        | 61                         | 9                | 10               | 15                     | 5                      | 0                       | 38                         | 92                       | 5                          | 61                      |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR MARCH 2004

Reporting Airport: STANSTED (Full Analysis)

| ORIGIN / DESTINATION               | AIRLINE                     | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |            |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         |                            | MAR 2003                 |                            |                         |
|------------------------------------|-----------------------------|-------------------|-------------------|------------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                                    |                             |                   | MATCHED           | UNMATCHED  |           | Early to<br>15 mins        | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                                    |                             |                   |                   | Actual (7) | Plan (8)  |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| KARLSRUHE/BADEN BADEN              | RYANAIR                     | S                 | 108               | 0          | 0         | 63                         | 22               | 12               | 3                      | 0                      | 0                       | 15                         | 0                        | 0                          | 0                       |
| <b>TOTAL KARLSRUHE/BADEN BADEN</b> |                             |                   | <b>108</b>        | <b>0</b>   | <b>0</b>  | <b>63</b>                  | <b>22</b>        | <b>12</b>        | <b>3</b>               | <b>0</b>               | <b>0</b>                | <b>15</b>                  | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| LUBECK                             | RYANAIR                     | S                 | 170               | 0          | 0         | 89                         | 9                | 2                | 0                      | 0                      | 5                       | 93                         | 5                        | 120                        |                         |
| <b>TOTAL LUBECK</b>                |                             |                   | <b>170</b>        | <b>0</b>   | <b>0</b>  | <b>89</b>                  | <b>9</b>         | <b>2</b>         | <b>0</b>               | <b>0</b>               | <b>5</b>                | <b>93</b>                  | <b>5</b>                 | <b>120</b>                 |                         |
| MUNICH                             | EASYJET AIRLINE COMPANY LTD | S                 | 177               | 1          | 1         | 71                         | 20               | 6                | 3                      | 0                      | 12                      | 67                         | 17                       | 176                        |                         |
| <b>TOTAL MUNICH</b>                |                             |                   | <b>177</b>        | <b>1</b>   | <b>1</b>  | <b>71</b>                  | <b>20</b>        | <b>6</b>         | <b>3</b>               | <b>0</b>               | <b>12</b>               | <b>67</b>                  | <b>17</b>                | <b>176</b>                 |                         |
| MUNSTER-OSNABRUCK                  | AIR BERLIN                  | S                 | 62                | 0          | 0         | 95                         | 2                | 0                | 3                      | 0                      | 6                       | 87                         | 7                        | 62                         |                         |
| <b>TOTAL MUNSTER-OSNABRUCK</b>     |                             |                   | <b>62</b>         | <b>0</b>   | <b>0</b>  | <b>95</b>                  | <b>2</b>         | <b>0</b>         | <b>3</b>               | <b>0</b>               | <b>6</b>                | <b>87</b>                  | <b>7</b>                 | <b>62</b>                  |                         |
| NIEDERRHEIN                        | RYANAIR                     | S                 | 169               | 0          | 1         | 82                         | 13               | 3                | 2                      | 0                      | 7                       | 0                          | 0                        | 0                          |                         |
| <b>TOTAL NIEDERRHEIN</b>           |                             |                   | <b>169</b>        | <b>0</b>   | <b>1</b>  | <b>82</b>                  | <b>13</b>        | <b>3</b>         | <b>2</b>               | <b>0</b>               | <b>7</b>                | <b>0</b>                   | <b>0</b>                 | <b>0</b>                   |                         |
| NUREMBERG                          | AIR BERLIN                  | S                 | 62                | 0          | 0         | 84                         | 15               | 2                | 0                      | 0                      | 6                       | 90                         | 6                        | 118                        |                         |
| <b>TOTAL NUREMBERG</b>             |                             |                   | <b>62</b>         | <b>0</b>   | <b>0</b>  | <b>84</b>                  | <b>15</b>        | <b>2</b>         | <b>0</b>               | <b>0</b>               | <b>6</b>                | <b>90</b>                  | <b>6</b>                 | <b>118</b>                 |                         |
| PADERBORN                          | AIR BERLIN                  | S                 | 86                | 0          | 0         | 90                         | 7                | 0                | 2                      | 1                      | 9                       | 100                        | 1                        | 60                         |                         |
| <b>TOTAL PADERBORN</b>             |                             |                   | <b>86</b>         | <b>0</b>   | <b>0</b>  | <b>90</b>                  | <b>7</b>         | <b>0</b>         | <b>2</b>               | <b>1</b>               | <b>9</b>                | <b>100</b>                 | <b>1</b>                 | <b>60</b>                  |                         |
| <b>TOTAL GERMANY</b>               |                             |                   | <b>1983</b>       | <b>1</b>   | <b>5</b>  | <b>82</b>                  | <b>10</b>        | <b>5</b>         | <b>2</b>               | <b>0</b>               | <b>10</b>               | <b>84</b>                  | <b>8</b>                 | <b>2026</b>                |                         |
| <b>GREECE</b>                      |                             |                   |                   |            |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| ATHENS                             | TITAN AIRWAYS LTD           | C                 | 2                 | 0          | 0         | 0                          | 0                | 100              | 0                      | 0                      | 47                      | 0                          | 0                        | 0                          |                         |
| <b>TOTAL ATHENS</b>                |                             |                   | <b>2</b>          | <b>0</b>   | <b>0</b>  | <b>0</b>                   | <b>0</b>         | <b>100</b>       | <b>0</b>               | <b>0</b>               | <b>47</b>               | <b>0</b>                   | <b>0</b>                 | <b>0</b>                   |                         |
| <b>TOTAL GREECE</b>                |                             |                   | <b>2</b>          | <b>0</b>   | <b>0</b>  | <b>0</b>                   | <b>0</b>         | <b>100</b>       | <b>0</b>               | <b>0</b>               | <b>47</b>               | <b>0</b>                   | <b>0</b>                 | <b>0</b>                   |                         |
| <b>HUNGARY</b>                     |                             |                   |                   |            |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| BUDAPEST                           | MALEV (HUNGARIAN AIRLINES)  | S                 | 100               | 2          | 0         | 88                         | 8                | 4                | 0                      | 0                      | 5                       | 0                          | 0                        | 0                          |                         |
| <b>TOTAL BUDAPEST</b>              |                             |                   | <b>100</b>        | <b>64</b>  | <b>0</b>  | <b>88</b>                  | <b>8</b>         | <b>4</b>         | <b>0</b>               | <b>0</b>               | <b>5</b>                | <b>0</b>                   | <b>0</b>                 | <b>0</b>                   |                         |
| <b>TOTAL HUNGARY</b>               |                             |                   | <b>100</b>        | <b>64</b>  | <b>0</b>  | <b>88</b>                  | <b>8</b>         | <b>4</b>         | <b>0</b>               | <b>0</b>               | <b>5</b>                | <b>0</b>                   | <b>0</b>                 | <b>0</b>                   |                         |
| <b>ICELAND</b>                     |                             |                   |                   |            |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| KEFLAVIK                           | ASTRAEUS LTD                | S                 | 61                | 0          | 1         | 84                         | 11               | 3                | 2                      | 0                      | 10                      | 0                          | 0                        | 0                          |                         |
| <b>TOTAL KEFLAVIK</b>              |                             |                   | <b>61</b>         | <b>0</b>   | <b>1</b>  | <b>84</b>                  | <b>11</b>        | <b>3</b>         | <b>2</b>               | <b>0</b>               | <b>10</b>               | <b>61</b>                  | <b>18</b>                | <b>62</b>                  |                         |
| <b>TOTAL ICELAND</b>               |                             |                   | <b>61</b>         | <b>0</b>   | <b>1</b>  | <b>84</b>                  | <b>11</b>        | <b>3</b>         | <b>2</b>               | <b>0</b>               | <b>10</b>               | <b>61</b>                  | <b>18</b>                | <b>62</b>                  |                         |
| <b>IRISH REPUBLIC</b>              |                             |                   |                   |            |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| CONNAUGHT                          | RYANAIR                     | S                 | 62                | 0          | 0         | 89                         | 10               | 2                | 0                      | 0                      | 6                       | 72                         | 11                       | 61                         |                         |
| <b>TOTAL CONNAUGHT</b>             |                             |                   | <b>62</b>         | <b>0</b>   | <b>0</b>  | <b>89</b>                  | <b>10</b>        | <b>2</b>         | <b>0</b>               | <b>0</b>               | <b>6</b>                | <b>72</b>                  | <b>11</b>                | <b>61</b>                  |                         |
| CORK                               | RYANAIR                     | S                 | 186               | 0          | 0         | 84                         | 11               | 5                | 0                      | 0                      | 8                       | 76                         | 10                       | 183                        |                         |
| <b>TOTAL CORK</b>                  |                             |                   | <b>186</b>        | <b>0</b>   | <b>0</b>  | <b>84</b>                  | <b>11</b>        | <b>5</b>         | <b>0</b>               | <b>0</b>               | <b>8</b>                | <b>76</b>                  | <b>10</b>                | <b>183</b>                 |                         |
| DUBLIN                             | RYANAIR                     | S                 | 806               | 1          | 11        | 84                         | 8                | 7                | 1                      | 0                      | 8                       | 78                         | 15                       | 692                        |                         |
| <b>TOTAL DUBLIN</b>                |                             |                   | <b>807</b>        | <b>2</b>   | <b>11</b> | <b>84</b>                  | <b>8</b>         | <b>7</b>         | <b>1</b>               | <b>0</b>               | <b>8</b>                | <b>78</b>                  | <b>15</b>                | <b>692</b>                 |                         |
| KERRY COUNTY                       | RYANAIR                     | S                 | 62                | 0          | 2         | 100                        | 0                | 0                | 0                      | 0                      | 1                       | 82                         | 8                        | 61                         |                         |
| <b>TOTAL KERRY COUNTY</b>          |                             |                   | <b>62</b>         | <b>0</b>   | <b>2</b>  | <b>100</b>                 | <b>0</b>         | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>1</b>                | <b>82</b>                  | <b>8</b>                 | <b>61</b>                  |                         |
| SHANNON                            | RYANAIR                     | S                 | 124               | 0          | 0         | 91                         | 3                | 2                | 2                      | 1                      | 12                      | 91                         | 5                        | 227                        |                         |

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|---------------------------|-----------------------------|-------------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                           |                             |                   | MATCHED           |          | UNMATCHED | Early to<br>15 mins        | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                           |                             |                   | Actual (7)        | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| TOTAL SHANNON             |                             |                   | 124               | 0        | 0         | 91                         | 3                | 2                | 2                      | 1                      | 1                       | 12                         | 91                       | 5                          | 227                     |
| TOTAL IRISH REPUBLIC      |                             |                   | 1241              | 2        | 13        | 86                         | 8                | 5                | 1                      | 0                      | 0                       | 8                          | 80                       | 12                         | 1224                    |
| ISRAEL                    |                             |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| TEL AVIV                  | EL AL                       | S                 | 12                | 0        | 0         | 50                         | 25               | 17               | 8                      | 0                      | 0                       | 19                         | 38                       | 18                         | 8                       |
| TOTAL TEL AVIV            |                             |                   | 12                | 0        | 0         | 50                         | 25               | 17               | 8                      | 0                      | 0                       | 19                         | 38                       | 18                         | 8                       |
| TOTAL ISRAEL              |                             |                   | 12                | 0        | 0         | 50                         | 25               | 17               | 8                      | 0                      | 0                       | 19                         | 38                       | 18                         | 8                       |
| ITALY                     |                             |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| ALGHERO/SASSARI           | RYANAIR                     | S                 | 44                | 0        | 0         | 91                         | 7                | 2                | 0                      | 0                      | 0                       | 5                          | 87                       | 10                         | 62                      |
| TOTAL ALGHERO/SASSARI     |                             |                   | 44                | 0        | 0         | 91                         | 7                | 2                | 0                      | 0                      | 0                       | 5                          | 87                       | 10                         | 62                      |
| ANCONA                    | RYANAIR                     | S                 | 62                | 0        | 0         | 65                         | 23               | 13               | 0                      | 0                      | 0                       | 12                         | 64                       | 27                         | 61                      |
| TOTAL ANCONA              |                             |                   | 62                | 0        | 0         | 65                         | 23               | 13               | 0                      | 0                      | 0                       | 12                         | 64                       | 27                         | 61                      |
| BARI (PALESE)             | RYANAIR                     | S                 | 62                | 0        | 0         | 76                         | 15               | 10               | 0                      | 0                      | 0                       | 10                         | 0                        | 0                          | 0                       |
| TOTAL BARI (PALESE)       |                             |                   | 62                | 0        | 0         | 76                         | 15               | 10               | 0                      | 0                      | 0                       | 10                         | 0                        | 0                          | 0                       |
| BERGAMO                   | RYANAIR                     | S                 | 232               | 0        | 0         | 82                         | 10               | 6                | 2                      | 0                      | 0                       | 8                          | 85                       | 9                          | 233                     |
| TOTAL BERGAMO             |                             |                   | 232               | 0        | 0         | 82                         | 10               | 6                | 2                      | 0                      | 0                       | 8                          | 85                       | 9                          | 233                     |
| BOLOGNA                   | EASYJET AIRLINE COMPANY LTD | S                 | 61                | 0        | 1         | 80                         | 11               | 8                | 0                      | 0                      | 0                       | 8                          | 56                       | 22                         | 62                      |
| TOTAL BOLOGNA             |                             |                   | 61                | 0        | 1         | 80                         | 11               | 8                | 0                      | 0                      | 0                       | 8                          | 56                       | 22                         | 62                      |
| BRESCIA/MONTICHIARI       | RYANAIR                     | S                 | 106               | 0        | 2         | 69                         | 23               | 8                | 0                      | 0                      | 0                       | 12                         | 69                       | 13                         | 61                      |
| TOTAL BRESCIA/MONTICHIARI |                             |                   | 106               | 0        | 2         | 69                         | 23               | 8                | 0                      | 0                      | 0                       | 12                         | 69                       | 13                         | 61                      |
| FORLI                     | RYANAIR                     | S                 | 123               | 1        | 1         | 79                         | 16               | 5                | 0                      | 0                      | 0                       | 9                          | 66                       | 16                         | 61                      |
| TOTAL FORLI               |                             |                   | 123               | 1        | 1         | 79                         | 16               | 5                | 0                      | 0                      | 0                       | 9                          | 66                       | 16                         | 61                      |
| GENOA                     | RYANAIR                     | S                 | 115               | 0        | 2         | 78                         | 17               | 4                | 1                      | 0                      | 0                       | 10                         | 79                       | 17                         | 123                     |
| TOTAL GENOA               |                             |                   | 115               | 0        | 2         | 78                         | 17               | 4                | 1                      | 0                      | 0                       | 10                         | 79                       | 17                         | 123                     |
| MILAN (LINATE)            | EASYJET AIRLINE COMPANY LTD | S                 | 62                | 0        | 0         | 73                         | 13               | 5                | 8                      | 2                      | 0                       | 21                         | 58                       | 24                         | 62                      |
| TOTAL MILAN (LINATE)      |                             |                   | 62                | 0        | 0         | 73                         | 13               | 5                | 8                      | 2                      | 0                       | 21                         | 58                       | 24                         | 62                      |
| NAPLES                    | EASYJET AIRLINE COMPANY LTD | S                 | 61                | 0        | 0         | 87                         | 8                | 3                | 0                      | 0                      | 2                       | 24                         | 56                       | 21                         | 124                     |
| TOTAL NAPLES              |                             |                   | 61                | 0        | 0         | 87                         | 8                | 3                | 0                      | 0                      | 2                       | 24                         | 55                       | 21                         | 126                     |
| OLBIA                     | RYANAIR                     | S                 | 18                | 0        | 0         | 83                         | 17               | 0                | 0                      | 0                      | 0                       | 10                         | 0                        | 0                          | 0                       |
| TOTAL OLBIA               |                             |                   | 18                | 0        | 0         | 83                         | 17               | 0                | 0                      | 0                      | 0                       | 10                         | 0                        | 0                          | 0                       |
| PALERMO                   | RYANAIR                     | S                 | 62                | 0        | 0         | 81                         | 15               | 2                | 3                      | 0                      | 0                       | 11                         | 0                        | 0                          | 0                       |
| TOTAL PALERMO             |                             |                   | 62                | 0        | 0         | 81                         | 15               | 2                | 3                      | 0                      | 0                       | 11                         | 0                        | 0                          | 0                       |
| PESCARA                   | RYANAIR                     | S                 | 62                | 0        | 0         | 89                         | 11               | 0                | 0                      | 0                      | 0                       | 4                          | 71                       | 12                         | 62                      |
| TOTAL PESCARA             |                             |                   | 62                | 0        | 0         | 89                         | 11               | 0                | 0                      | 0                      | 0                       | 4                          | 71                       | 12                         | 62                      |
| PISA                      | RYANAIR                     | S                 | 124               | 0        | 3         | 74                         | 13               | 9                | 4                      | 0                      | 0                       | 13                         | 67                       | 15                         | 124                     |
| TOTAL PISA                |                             |                   | 124               | 0        | 3         | 74                         | 13               | 9                | 4                      | 0                      | 0                       | 13                         | 67                       | 15                         | 124                     |
| ROME (CIAMPINO)           | EASYJET AIRLINE COMPANY LTD | S                 | 124               | 0        | 0         | 80                         | 11               | 6                | 2                      | 1                      | 0                       | 10                         | 58                       | 26                         | 122                     |
|                           | RYANAIR                     | S                 | 372               | 1        | 1         | 80                         | 12               | 7                | 1                      | 1                      | 0                       | 10                         | 76                       | 10                         | 242                     |

## CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR MARCH 2004

Reporting Airport: STANSTED (Full Analysis)

| ORIGIN / DESTINATION                 | AIRLINE                     | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         |                            | MAR 2003                 |                            |                         |
|--------------------------------------|-----------------------------|-------------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                                      |                             |                   | MATCHED           |          | UNMATCHED | Early to<br>15 mins        | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                                      |                             |                   | Actual (7)        | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| TOTAL ROME (CIAMPINO)                |                             |                   | 496               | 1        | 1         | 80                         | 12               | 7                | 1                      | 1                      | 0                       | 10                         | 70                       | 15                         | 364                     |
| TREVISO                              | RYANAIR                     | S                 | 186               | 0        | 0         | 84                         | 10               | 5                | 1                      | 0                      | 7                       | 77                         | 13                       | 184                        |                         |
| TOTAL TREVISO                        |                             |                   | 186               | 0        | 0         | 84                         | 10               | 5                | 1                      | 0                      | 7                       | 77                         | 13                       | 184                        |                         |
| TRIESTE (RONCHI DEI LEGIONARI)       | RYANAIR                     | S                 | 62                | 0        | 0         | 58                         | 29               | 13               | 0                      | 0                      | 15                      | 92                         | 4                        | 61                         |                         |
| TOTAL TRIESTE (RONCHI DEI LEGIONARI) |                             |                   | 62                | 0        | 0         | 58                         | 29               | 13               | 0                      | 0                      | 15                      | 92                         | 4                        | 61                         |                         |
| TURIN                                | BRITANNIA AIRWAYS           | C                 | 5                 | 0        | 0         | 60                         | 40               | 0                | 0                      | 0                      | 12                      | 63                         | 12                       | 8                          |                         |
|                                      | FIRST CHOICE AIRWAYS LTD    | C                 | 9                 | 1        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 3                       | 60                         | 13                       | 10                         |                         |
|                                      | RYANAIR                     | S                 | 124               | 0        | 0         | 53                         | 27               | 16               | 3                      | 0                      | 18                      | 85                         | 8                        | 124                        |                         |
| TOTAL TURIN                          |                             |                   | 138               | 1        | 0         | 57                         | 26               | 14               | 3                      | 0                      | 17                      | 82                         | 8                        | 142                        |                         |
| VENICE                               | EASYJET AIRLINE COMPANY LTD | S                 | 124               | 0        | 0         | 75                         | 15               | 10               | 0                      | 0                      | 10                      | 42                         | 34                       | 123                        |                         |
| TOTAL VENICE                         |                             |                   | 124               | 0        | 0         | 75                         | 15               | 10               | 0                      | 0                      | 10                      | 42                         | 34                       | 123                        |                         |
| TOTAL ITALY                          |                             |                   | 2200              | 6        | 10        | 77                         | 14               | 7                | 1                      | 0                      | 11                      | 71                         | 16                       | 1936                       |                         |
| MALTA                                |                             |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| MALTA                                | AIR MALTA                   | S                 | 19                | 0        | 1         | 63                         | 26               | 0                | 11                     | 0                      | 13                      | 61                         | 15                       | 18                         |                         |
| TOTAL MALTA                          |                             |                   | 19                | 0        | 1         | 63                         | 26               | 0                | 11                     | 0                      | 13                      | 61                         | 15                       | 18                         |                         |
| TOTAL MALTA                          |                             |                   | 19                | 0        | 1         | 63                         | 26               | 0                | 11                     | 0                      | 13                      | 61                         | 15                       | 18                         |                         |
| NETHERLANDS                          |                             |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| AMSTERDAM                            | EASYJET AIRLINE COMPANY LTD | S                 | 186               | 0        | 0         | 68                         | 16               | 13               | 2                      | 0                      | 13                      | 0                          | 0                        | 0                          |                         |
|                                      | TRANSAVIA                   | S                 | 108               | 0        | 0         | 85                         | 5                | 6                | 3                      | 1                      | 10                      | 0                          | 0                        | 0                          |                         |
| TOTAL AMSTERDAM                      |                             |                   | 294               | 3        | 0         | 74                         | 12               | 11               | 2                      | 0                      | 12                      | 85                         | 12                       | 197                        |                         |
| EINDHOVEN                            | RYANAIR                     | S                 | 106               | 0        | 2         | 92                         | 5                | 1                | 2                      | 1                      | 6                       | 93                         | 4                        | 61                         |                         |
| TOTAL EINDHOVEN                      |                             |                   | 106               | 0        | 2         | 92                         | 5                | 1                | 2                      | 1                      | 6                       | 73                         | 12                       | 123                        |                         |
| GRONINGEN                            | RYANAIR                     | S                 | 62                | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 1                       | 0                          | 0                        | 0                          |                         |
| TOTAL GRONINGEN                      |                             |                   | 62                | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 1                       | 0                          | 0                        | 0                          |                         |
| ROTTERDAM                            | TRANSAVIA                   | S                 | 16                | 0        | 0         | 94                         | 0                | 6                | 0                      | 0                      | 3                       | 0                          | 0                        | 0                          |                         |
| TOTAL ROTTERDAM                      |                             |                   | 16                | 0        | 0         | 94                         | 0                | 6                | 0                      | 0                      | 3                       | 0                          | 0                        | 0                          |                         |
| TOTAL NETHERLANDS                    |                             |                   | 478               | 3        | 2         | 82                         | 8                | 7                | 2                      | 0                      | 9                       | 77                         | 13                       | 398                        |                         |
| NORWAY                               |                             |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| FAGERNES/LEIRIN                      | TITAN AIRWAYS LTD           | C                 | 6                 | 2        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 0                          | 0                        | 0                          |                         |
| TOTAL FAGERNES/LEIRIN                |                             |                   | 6                 | 2        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 0                          | 0                        | 0                          |                         |
| HAUGESUND                            | RYANAIR                     | S                 | 62                | 0        | 0         | 81                         | 16               | 3                | 0                      | 0                      | 7                       | 0                          | 0                        | 0                          |                         |
| TOTAL HAUGESUND                      |                             |                   | 62                | 0        | 0         | 81                         | 16               | 3                | 0                      | 0                      | 7                       | 0                          | 0                        | 0                          |                         |
| KRISTIANSAND (KJEVIK)                | BRAATHENS ASA               | C                 | 2                 | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 2                       | 0                          | 0                        | 0                          |                         |
| TOTAL KRISTIANSAND (KJEVIK)          |                             |                   | 2                 | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 2                       | 0                          | 0                        | 0                          |                         |
| SANDEFJORD(TORP)                     | RYANAIR                     | S                 | 169               | 0        | 1         | 84                         | 11               | 4                | 0                      | 1                      | 9                       | 60                         | 21                       | 109                        |                         |
| TOTAL SANDEFJORD(TORP)               |                             |                   | 169               | 0        | 1         | 84                         | 11               | 4                | 0                      | 1                      | 9                       | 60                         | 21                       | 109                        |                         |
| TOTAL NORWAY                         |                             |                   | 239               | 3        | 1         | 84                         | 12               | 4                | 0                      | 0                      | 8                       | 60                         | 21                       | 109                        |                         |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR MARCH 2004

Reporting Airport: STANSTED (Full Analysis)

| ORIGIN / DESTINATION                     | AIRLINE                     | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         |                            | MAR 2003                 |                            |                         |
|--|-----------------------------|-------------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|  |                             |                   | MATCHED           |          | UNMATCHED | Early to<br>15 mins        | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|  |                             |                   | Actual (7)        | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| <b>POLAND</b>                            |                             |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| GDANSK                                   | AIR POLONIA                 | S                 | 2                 | 0        | 0         | 50                         | 50               | 0                | 0                      | 0                      | 0                       | 12                         | 0                        | 0                          | 0                       |
| <b>TOTAL GDANSK</b>                      |                             |                   | <b>2</b>          | <b>0</b> | <b>0</b>  | <b>50</b>                  | <b>50</b>        | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>12</b>                  | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| KATOWICE                                 | AIR POLONIA                 | S                 | 28                | 0        | 0         | 93                         | 4                | 0                | 0                      | 4                      | 0                       | 13                         | 0                        | 0                          | 0                       |
| <b>TOTAL KATOWICE</b>                    |                             |                   | <b>28</b>         | <b>0</b> | <b>0</b>  | <b>93</b>                  | <b>4</b>         | <b>0</b>         | <b>0</b>               | <b>4</b>               | <b>0</b>                | <b>13</b>                  | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| POZNAN                                   | AIR POLONIA                 | S                 | 20                | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 3                          | 0                        | 0                          | 0                       |
| <b>TOTAL POZNAN</b>                      |                             |                   | <b>20</b>         | <b>0</b> | <b>0</b>  | <b>100</b>                 | <b>0</b>         | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>3</b>                   | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| WARSAW                                   | AIR POLONIA                 | S                 | 54                | 0        | 0         | 87                         | 7                | 4                | 0                      | 2                      | 0                       | 12                         | 0                        | 0                          | 0                       |
| <b>TOTAL WARSAW</b>                      |                             |                   | <b>55</b>         | <b>1</b> | <b>0</b>  | <b>87</b>                  | <b>7</b>         | <b>4</b>         | <b>0</b>               | <b>2</b>               | <b>0</b>                | <b>11</b>                  | <b>100</b>               | <b>3</b>                   | <b>3</b>                |
| <b>TOTAL POLAND</b>                      |                             |                   | <b>105</b>        | <b>1</b> | <b>0</b>  | <b>90</b>                  | <b>6</b>         | <b>2</b>         | <b>0</b>               | <b>2</b>               | <b>0</b>                | <b>10</b>                  | <b>60</b>                | <b>31</b>                  | <b>5</b>                |
| <b>PORTUGAL(EXCLUDING MADEIRA)</b>       |                             |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| FARO                                     | EASYJET AIRLINE COMPANY LTD | S                 | 70                | 0        | 0         | 83                         | 10               | 7                | 0                      | 0                      | 0                       | 8                          | 50                       | 30                         | 124                     |
|  | MY TRAVEL AIRWAYS UK        | C                 | 8                 | 0        | 0         | 88                         | 13               | 0                | 0                      | 0                      | 0                       | 5                          | 88                       | 11                         | 8                       |
| <b>TOTAL FARO</b>                        |                             |                   | <b>78</b>         | <b>0</b> | <b>0</b>  | <b>83</b>                  | <b>10</b>        | <b>6</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>8</b>                   | <b>53</b>                | <b>28</b>                  | <b>139</b>              |
| <b>TOTAL PORTUGAL(EXCLUDING MADEIRA)</b> |                             |                   | <b>78</b>         | <b>0</b> | <b>0</b>  | <b>83</b>                  | <b>10</b>        | <b>6</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>8</b>                   | <b>53</b>                | <b>28</b>                  | <b>139</b>              |
| <b>SLOVAK REPUBLIC</b>                   |                             |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| BRATISLAVA                               | SKY EUROPE                  | S                 | 46                | 0        | 0         | 65                         | 22               | 7                | 2                      | 4                      | 0                       | 21                         | 0                        | 0                          | 0                       |
| <b>TOTAL BRATISLAVA</b>                  |                             |                   | <b>46</b>         | <b>0</b> | <b>0</b>  | <b>65</b>                  | <b>22</b>        | <b>7</b>         | <b>2</b>               | <b>4</b>               | <b>0</b>                | <b>21</b>                  | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| <b>TOTAL SLOVAK REPUBLIC</b>             |                             |                   | <b>46</b>         | <b>0</b> | <b>0</b>  | <b>65</b>                  | <b>22</b>        | <b>7</b>         | <b>2</b>               | <b>4</b>               | <b>0</b>                | <b>21</b>                  | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| <b>SPAIN</b>                             |                             |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| ALICANTE                                 | BRITANNIA AIRWAYS           | C                 | 8                 | 0        | 0         | 75                         | 13               | 0                | 13                     | 0                      | 0                       | 13                         | 100                      | 1                          | 10                      |
|  | EASYJET AIRLINE COMPANY LTD | S                 | 132               | 1        | 0         | 80                         | 10               | 7                | 4                      | 0                      | 0                       | 11                         | 69                       | 23                         | 183                     |
|  | MY TRAVEL AIRWAYS UK        | C                 | 8                 | 0        | 0         | 75                         | 0                | 0                | 0                      | 25                     | 0                       | 59                         | 0                        | 0                          | 0                       |
| <b>TOTAL ALICANTE</b>                    |                             |                   | <b>148</b>        | <b>1</b> | <b>0</b>  | <b>79</b>                  | <b>9</b>         | <b>6</b>         | <b>4</b>               | <b>1</b>               | <b>0</b>                | <b>14</b>                  | <b>70</b>                | <b>22</b>                  | <b>193</b>              |
| BARCELONA                                | EASYJET AIRLINE COMPANY LTD | S                 | 124               | 0        | 0         | 75                         | 8                | 10               | 5                      | 2                      | 0                       | 18                         | 60                       | 24                         | 124                     |
| <b>TOTAL BARCELONA</b>                   |                             |                   | <b>124</b>        | <b>0</b> | <b>0</b>  | <b>75</b>                  | <b>8</b>         | <b>10</b>        | <b>5</b>               | <b>2</b>               | <b>0</b>                | <b>18</b>                  | <b>60</b>                | <b>24</b>                  | <b>124</b>              |
| BILBAO                                   | EASYJET AIRLINE COMPANY LTD | S                 | 124               | 0        | 0         | 69                         | 13               | 10               | 9                      | 0                      | 0                       | 16                         | 64                       | 16                         | 114                     |
| <b>TOTAL BILBAO</b>                      |                             |                   | <b>124</b>        | <b>0</b> | <b>0</b>  | <b>69</b>                  | <b>13</b>        | <b>10</b>        | <b>9</b>               | <b>0</b>               | <b>0</b>                | <b>16</b>                  | <b>64</b>                | <b>16</b>                  | <b>114</b>              |
| GERONA                                   | RYANAIR                     | S                 | 248               | 0        | 1         | 85                         | 10               | 2                | 2                      | 0                      | 0                       | 9                          | 85                       | 9                          | 124                     |
| <b>TOTAL GERONA</b>                      |                             |                   | <b>248</b>        | <b>0</b> | <b>1</b>  | <b>85</b>                  | <b>10</b>        | <b>2</b>         | <b>2</b>               | <b>0</b>               | <b>0</b>                | <b>9</b>                   | <b>85</b>                | <b>9</b>                   | <b>124</b>              |
| IBIZA                                    | EASYJET AIRLINE COMPANY LTD | S                 | 8                 | 0        | 0         | 88                         | 0                | 0                | 0                      | 13                     | 0                       | 35                         | 100                      | 7                          | 4                       |
| <b>TOTAL IBIZA</b>                       |                             |                   | <b>8</b>          | <b>0</b> | <b>0</b>  | <b>88</b>                  | <b>0</b>         | <b>0</b>         | <b>0</b>               | <b>13</b>              | <b>0</b>                | <b>35</b>                  | <b>100</b>               | <b>7</b>                   | <b>4</b>                |
| JEREZ                                    | HAMBURG INTERNATIONAL       | C                 | 4                 | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 0                          | 0                        | 0                          | 0                       |
|  | RYANAIR                     | S                 | 78                | 0        | 0         | 88                         | 8                | 4                | 0                      | 0                      | 0                       | 6                          | 0                        | 0                          | 0                       |
|  | TRANSAVIA                   | C                 | 2                 | 0        | 0         | 50                         | 0                | 50               | 0                      | 0                      | 0                       | 37                         | 0                        | 0                          | 0                       |
| <b>TOTAL JEREZ</b>                       |                             |                   | <b>84</b>         | <b>0</b> | <b>0</b>  | <b>88</b>                  | <b>7</b>         | <b>5</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>7</b>                   | <b>33</b>                | <b>28</b>                  | <b>9</b>                |
| MALAGA                                   | BRITANNIA AIRWAYS           | C                 | 8                 | 0        | 0         | 75                         | 0                | 25               | 0                      | 0                      | 0                       | 13                         | 80                       | 11                         | 10                      |
|  | EASYJET AIRLINE COMPANY LTD | S                 | 140               | 1        | 0         | 75                         | 10               | 6                | 6                      | 2                      | 0                       | 18                         | 63                       | 18                         | 185                     |
|  | MY TRAVEL AIRWAYS UK        | C                 | 8                 | 0        | 0         | 75                         | 13               | 13               | 0                      | 0                      | 0                       | 10                         | 90                       | 10                         | 10                      |



CAA AIRLINE / AIRPORT REPORTING SYSTEM

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|---------------------------------|-----------------------------|-------------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                                 |                             |                   | MATCHED           |          | UNMATCHED | Early to<br>15 mins        | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                                 |                             |                   | Actual (7)        | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| TOTAL MALAGA                    |                             |                   | 156               | 1        | 0         | 75                         | 10               | 8                | 6                      | 2                      | 0                       | 18                         | 65                       | 17                         | 205                     |
| MURCIA SAN JAVIER               | RYANAIR                     | S                 | 124               | 0        | 0         | 77                         | 16               | 6                | 1                      | 0                      | 0                       | 10                         | 0                        | 0                          | 0                       |
| TOTAL MURCIA SAN JAVIER         |                             |                   | 124               | 0        | 0         | 77                         | 16               | 6                | 1                      | 0                      | 0                       | 10                         | 83                       | 13                         | 64                      |
| PALMA DE MALLORCA               | AIR BERLIN                  | S                 | 17                | 0        | 1         | 76                         | 12               | 12               | 0                      | 0                      | 0                       | 9                          | 0                        | 0                          | 0                       |
|                                 | BRITANNIA AIRWAYS           | C                 | 8                 | 0        | 0         | 25                         | 25               | 0                | 38                     | 13                     | 0                       | 64                         | 100                      | 0                          | 8                       |
|                                 | EASYJET AIRLINE COMPANY LTD | S                 | 62                | 0        | 0         | 56                         | 23               | 15               | 6                      | 0                      | 0                       | 19                         | 52                       | 39                         | 62                      |
| TOTAL PALMA DE MALLORCA         |                             |                   | 87                | 0        | 1         | 57                         | 21               | 13               | 8                      | 1                      | 0                       | 21                         | 58                       | 32                         | 77                      |
| REUS                            | RYANAIR                     | S                 | 124               | 0        | 0         | 90                         | 8                | 2                | 0                      | 0                      | 0                       | 5                          | 0                        | 0                          | 0                       |
| TOTAL REUS                      |                             |                   | 124               | 0        | 0         | 90                         | 8                | 2                | 0                      | 0                      | 0                       | 5                          | 0                        | 0                          | 0                       |
| VALLADOLID                      | RYANAIR                     | S                 | 62                | 0        | 0         | 92                         | 5                | 3                | 0                      | 0                      | 0                       | 4                          | 0                        | 0                          | 0                       |
| TOTAL VALLADOLID                |                             |                   | 62                | 0        | 0         | 92                         | 5                | 3                | 0                      | 0                      | 0                       | 4                          | 0                        | 0                          | 0                       |
| TOTAL SPAIN                     |                             |                   | 1290              | 3        | 2         | 79                         | 11               | 6                | 4                      | 1                      | 0                       | 13                         | 68                       | 19                         | 916                     |
| SPAIN(CANARY ISLANDS)           |                             |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| ARRECIFE                        | BRITANNIA AIRWAYS           | C                 | 10                | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 2                          | 100                      | 3                          | 8                       |
|                                 | FIRST CHOICE AIRWAYS LTD    | C                 | 8                 | 0        | 0         | 88                         | 13               | 0                | 0                      | 0                      | 0                       | 7                          | 88                       | 5                          | 8                       |
|                                 | MY TRAVEL AIRWAYS UK        | C                 | 10                | 0        | 0         | 70                         | 10               | 10               | 0                      | 0                      | 10                      | 59                         | 100                      | 3                          | 10                      |
|                                 | THOMAS COOK AIRLINES LTD    | C                 | 8                 | 0        | 0         | 63                         | 25               | 13               | 0                      | 0                      | 0                       | 12                         | 88                       | 3                          | 8                       |
| TOTAL ARRECIFE                  |                             |                   | 36                | 0        | 0         | 81                         | 11               | 6                | 0                      | 0                      | 3                       | 21                         | 94                       | 3                          | 34                      |
| FUERTEVENTURA                   | BRITANNIA AIRWAYS           | C                 | 10                | 0        | 0         | 80                         | 20               | 0                | 0                      | 0                      | 0                       | 6                          | 100                      | 3                          | 8                       |
|                                 | MY TRAVEL AIRWAYS UK        | C                 | 10                | 0        | 0         | 90                         | 10               | 0                | 0                      | 0                      | 0                       | 4                          | 100                      | 2                          | 8                       |
| TOTAL FUERTEVENTURA             |                             |                   | 20                | 0        | 0         | 85                         | 15               | 0                | 0                      | 0                      | 0                       | 5                          | 100                      | 3                          | 16                      |
| LAS PALMAS                      | BRITANNIA AIRWAYS           | C                 | 10                | 0        | 0         | 80                         | 10               | 10               | 0                      | 0                      | 0                       | 7                          | 100                      | 3                          | 10                      |
|                                 | FIRST CHOICE AIRWAYS LTD    | C                 | 10                | 0        | 0         | 90                         | 10               | 0                | 0                      | 0                      | 0                       | 4                          | 100                      | 1                          | 10                      |
|                                 | MY TRAVEL AIRWAYS UK        | C                 | 7                 | 1        | 0         | 71                         | 0                | 0                | 14                     | 14                     | 0                       | 47                         | 100                      | 2                          | 10                      |
| TOTAL LAS PALMAS                |                             |                   | 28                | 1        | 0         | 82                         | 7                | 4                | 4                      | 4                      | 0                       | 16                         | 100                      | 2                          | 40                      |
| TENERIFE (SURREINA SOFIA)       | BRITANNIA AIRWAYS           | C                 | 16                | 1        | 0         | 63                         | 6                | 13               | 13                     | 6                      | 0                       | 34                         | 94                       | 5                          | 18                      |
|                                 | FIRST CHOICE AIRWAYS LTD    | C                 | 18                | 0        | 0         | 94                         | 6                | 0                | 0                      | 0                      | 0                       | 4                          | 36                       | 29                         | 25                      |
|                                 | MY TRAVEL AIRWAYS UK        | C                 | 18                | 0        | 0         | 67                         | 17               | 11               | 6                      | 0                      | 0                       | 14                         | 100                      | 1                          | 17                      |
|                                 | THOMAS COOK AIRLINES LTD    | C                 | 8                 | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 0                          | 44                       | 24                         | 9                       |
| TOTAL TENERIFE (SURREINA SOFIA) |                             |                   | 60                | 1        | 0         | 78                         | 8                | 7                | 5                      | 2                      | 0                       | 15                         | 68                       | 15                         | 69                      |
| TOTAL SPAIN(CANARY ISLANDS)     |                             |                   | 144               | 2        | 0         | 81                         | 10               | 5                | 3                      | 1                      | 1                       | 15                         | 85                       | 8                          | 159                     |
| SWEDEN                          |                             |                   |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| GOTEBORG (SAVE)                 | RYANAIR                     | S                 | 124               | 0        | 1         | 81                         | 15               | 4                | 1                      | 0                      | 0                       | 8                          | 73                       | 12                         | 105                     |
| TOTAL GOTEBORG (SAVE)           |                             |                   | 124               | 0        | 1         | 81                         | 15               | 4                | 1                      | 0                      | 0                       | 8                          | 73                       | 12                         | 105                     |
| MALMO                           | RYANAIR                     | S                 | 108               | 0        | 0         | 76                         | 13               | 11               | 0                      | 0                      | 0                       | 10                         | 78                       | 8                          | 112                     |
| TOTAL MALMO                     |                             |                   | 108               | 0        | 0         | 76                         | 13               | 11               | 0                      | 0                      | 0                       | 10                         | 78                       | 8                          | 112                     |
| STOCKHOLM (SKAVSTA)             | RYANAIR                     | S                 | 178               | 0        | 1         | 91                         | 5                | 2                | 1                      | 0                      | 1                       | 7                          | 82                       | 8                          | 164                     |
| TOTAL STOCKHOLM (SKAVSTA)       |                             |                   | 178               | 0        | 1         | 91                         | 5                | 2                | 1                      | 0                      | 1                       | 7                          | 82                       | 8                          | 164                     |
| VASTERAS                        | RYANAIR                     | S                 | 124               | 0        | 0         | 73                         | 16               | 10               | 0                      | 0                      | 0                       | 10                         | 86                       | 10                         | 105                     |
| TOTAL VASTERAS                  |                             |                   | 124               | 0        | 0         | 73                         | 16               | 10               | 0                      | 0                      | 0                       | 10                         | 86                       | 10                         | 105                     |

## CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR MARCH 2004

Reporting Airport: STANSTED (Full Analysis)

| ORIGIN / DESTINATION           | AIRLINE                        | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |            |          | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         |                            | MAR 2003                 |                            |                         |
|--------------------------------|--------------------------------|-------------------|-------------------|------------|----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                                |                                |                   | MATCHED           | UNMATCHED  |          | Early to<br>15 mins        | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                                |                                |                   |                   | Actual (7) | Plan (8) |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| TOTAL SWEDEN                   |                                |                   | 535               | 0          | 2        | 81                         | 11               | 6                | 1                      | 0                      | 0                       | 9                          | 80                       | 9                          | 486                     |
| SWITZERLAND                    |                                |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| BASLE MULHOUSE                 | EASYJET AIRLINE COMPANY LTD    | S                 | 8                 | 0          | 0        | 50                         | 50               | 0                | 0                      | 0                      | 0                       | 14                         | 0                        | 0                          | 0                       |
| TOTAL BASLE MULHOUSE           |                                |                   | 8                 | 0          | 0        | 50                         | 50               | 0                | 0                      | 0                      | 0                       | 14                         | 0                        | 0                          | 0                       |
| GENEVA                         | CHANNEL EXPRESS (AIR SVS)      | C                 | 8                 | 0          | 0        | 88                         | 13               | 0                | 0                      | 0                      | 0                       | 5                          | 0                        | 0                          | 0                       |
|                                | EUROPEAN AIR CHARTER           | C                 | 8                 | 0          | 0        | 38                         | 38               | 0                | 25                     | 0                      | 0                       | 30                         | 40                       | 22                         | 20                      |
|                                | MONARCH AIRLINES               | C                 | 8                 | 0          | 0        | 25                         | 38               | 25               | 13                     | 0                      | 0                       | 30                         | 40                       | 32                         | 10                      |
| TOTAL GENEVA                   |                                |                   | 24                | 2          | 0        | 50                         | 29               | 8                | 13                     | 0                      | 0                       | 22                         | 51                       | 21                         | 51                      |
| TOTAL SWITZERLAND              |                                |                   | 32                | 2          | 0        | 50                         | 34               | 6                | 9                      | 0                      | 0                       | 20                         | 51                       | 21                         | 51                      |
| TUNISIA                        |                                |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| MONASTIR                       | MY TRAVEL AIRWAYS UK           | C                 | 8                 | 0          | 0        | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 1                          | 100                      | 0                          | 10                      |
| TOTAL MONASTIR                 |                                |                   | 8                 | 0          | 0        | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 1                          | 100                      | 0                          | 10                      |
| TOTAL TUNISIA                  |                                |                   | 8                 | 0          | 0        | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 1                          | 100                      | 0                          | 10                      |
| TURKEY                         |                                |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| ANTALYA                        | KIBRIS TURKISH AIRLINES - KTHY | S                 | 28                | 0          | 0        | 68                         | 18               | 14               | 0                      | 0                      | 0                       | 15                         | 46                       | 26                         | 28                      |
| TOTAL ANTALYA                  |                                |                   | 28                | 0          | 0        | 68                         | 18               | 14               | 0                      | 0                      | 0                       | 15                         | 46                       | 26                         | 28                      |
| DALAMAN                        | KIBRIS TURKISH AIRLINES - KTHY | S                 | 2                 | 0          | 0        | 50                         | 50               | 0                | 0                      | 0                      | 0                       | 9                          | 50                       | 13                         | 2                       |
| TOTAL DALAMAN                  |                                |                   | 2                 | 0          | 0        | 50                         | 50               | 0                | 0                      | 0                      | 0                       | 9                          | 50                       | 13                         | 2                       |
| ISTANBUL                       | ONUR AIR                       | C                 | 16                | 0          | 0        | 19                         | 13               | 56               | 13                     | 0                      | 0                       | 36                         | 0                        | 0                          | 0                       |
| TOTAL ISTANBUL                 |                                |                   | 16                | 0          | 0        | 19                         | 13               | 56               | 13                     | 0                      | 0                       | 36                         | 0                        | 0                          | 0                       |
| IZMIR (ADNAM MENDERES)         | KIBRIS TURKISH AIRLINES - KTHY | S                 | 8                 | 0          | 0        | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 8                          | 83                       | 10                         | 6                       |
| TOTAL IZMIR (ADNAM MENDERES)   |                                |                   | 8                 | 0          | 0        | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 8                          | 83                       | 10                         | 6                       |
| TOTAL TURKEY                   |                                |                   | 54                | 0          | 0        | 57                         | 15               | 24               | 4                      | 0                      | 0                       | 20                         | 53                       | 22                         | 36                      |
| UNITED KINGDOM                 |                                |                   |                   |            |          |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| BELFAST INTERNATIONAL          | EASYJET AIRLINE COMPANY LTD    | S                 | 278               | 0          | 0        | 76                         | 12               | 7                | 4                      | 1                      | 0                       | 14                         | 64                       | 20                         | 288                     |
| TOTAL BELFAST INTERNATIONAL    |                                |                   | 278               | 0          | 0        | 76                         | 12               | 7                | 4                      | 1                      | 0                       | 14                         | 64                       | 20                         | 288                     |
| BLACKPOOL                      | RYANAIR                        | S                 | 108               | 0          | 0        | 88                         | 7                | 4                | 1                      | 0                      | 0                       | 6                          | 0                        | 0                          | 0                       |
| TOTAL BLACKPOOL                |                                |                   | 108               | 0          | 0        | 88                         | 7                | 4                | 1                      | 0                      | 0                       | 6                          | 0                        | 0                          | 0                       |
| CITY OF DERRY (EGLINTON)       | RYANAIR                        | S                 | 116               | 0          | 2        | 82                         | 12               | 4                | 2                      | 0                      | 0                       | 9                          | 85                       | 11                         | 114                     |
| TOTAL CITY OF DERRY (EGLINTON) |                                |                   | 116               | 0          | 2        | 82                         | 12               | 4                | 2                      | 0                      | 0                       | 9                          | 85                       | 11                         | 114                     |
| EDINBURGH                      | EASYJET AIRLINE COMPANY LTD    | S                 | 344               | 0          | 2        | 81                         | 8                | 7                | 3                      | 0                      | 0                       | 12                         | 76                       | 15                         | 382                     |
| TOTAL EDINBURGH                |                                |                   | 344               | 0          | 2        | 81                         | 8                | 7                | 3                      | 0                      | 0                       | 12                         | 76                       | 15                         | 383                     |
| GLASGOW                        | EASYJET AIRLINE COMPANY LTD    | S                 | 286               | 0          | 0        | 89                         | 6                | 4                | 1                      | 0                      | 0                       | 6                          | 72                       | 25                         | 271                     |
| TOTAL GLASGOW                  |                                |                   | 286               | 0          | 0        | 89                         | 6                | 4                | 1                      | 0                      | 0                       | 6                          | 72                       | 25                         | 271                     |
| GUERNSEY                       | AURIGNY AIR SERVICES           | S                 | 161               | 1          | 5        | 55                         | 19               | 19               | 7                      | 1                      | 0                       | 23                         | 84                       | 20                         | 142                     |
| TOTAL GUERNSEY                 |                                |                   | 161               | 1          | 5        | 55                         | 19               | 19               | 7                      | 1                      | 0                       | 23                         | 84                       | 20                         | 142                     |
| MANCHESTER                     | EASTERN AIRWAYS                | S                 | 136               | 0          | 2        | 94                         | 1                | 3                | 1                      | 1                      | 0                       | 6                          | 100                      | 4                          | 6                       |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR MARCH 2004

Reporting Airport: STANSTED (Full Analysis)

| ORIGIN / DESTINATION | AIRLINE                     | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |            |          | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         |                            | MAR 2003                 |                            |                         |
|----------------------|-----------------------------|-------------------|-------------------|------------|----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                      |                             |                   | MATCHED           | UNMATCHED  |          | Early to<br>15 mins        | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                      |                             |                   |                   | Actual (7) | Plan (8) |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| TOTAL MANCHESTER     |                             |                   | 136               | 2          | 2        | 94                         | 1                | 3                | 1                      | 1                      | 0                       | 6                          | 76                       | 14                         | 114                     |
| NEWCASTLE            | EASYJET AIRLINE COMPANY LTD | S                 | 238               | 0          | 0        | 66                         | 16               | 10               | 8                      | 0                      | 0                       | 18                         | 56                       | 23                         | 225                     |
| TOTAL NEWCASTLE      |                             |                   | 238               | 0          | 0        | 66                         | 16               | 10               | 8                      | 0                      | 0                       | 18                         | 56                       | 23                         | 225                     |
| NEWQUAY              | RYANAIR                     | S                 | 107               | 0          | 1        | 91                         | 6                | 1                | 3                      | 0                      | 0                       | 7                          | 97                       | 2                          | 60                      |
| TOTAL NEWQUAY        |                             |                   | 107               | 0          | 1        | 91                         | 6                | 1                | 3                      | 0                      | 0                       | 7                          | 97                       | 2                          | 60                      |
| PRESTWICK            | RYANAIR                     | S                 | 456               | 0          | 4        | 91                         | 4                | 3                | 2                      | 0                      | 0                       | 6                          | 92                       | 6                          | 478                     |
| TOTAL PRESTWICK      |                             |                   | 456               | 0          | 4        | 91                         | 4                | 3                | 2                      | 0                      | 0                       | 6                          | 92                       | 6                          | 478                     |
| TOTAL UNITED KINGDOM |                             |                   | 2230              | 7          | 16       | 82                         | 9                | 6                | 3                      | 0                      | 0                       | 11                         | 77                       | 15                         | 2075                    |
| TOTAL STANSTED       |                             |                   | 13311             | 107        | 75       | 81                         | 10               | 6                | 2                      | 0                      | 0                       | 10                         | 76                       | 14                         | 12498                   |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: A

| ORIGIN / DESTINATION                 | REPORTING AIRPORT | AIRLINE                         | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  | MAR 2003          |                      |               |                      |                    |  |
|--------------------------------------|-------------------|---------------------------------|----------------|----------|-------------------|----------|-----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|--|
|                                      |                   |                                 |                |          | MATCHED           |          | UNMATCHED | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |  |
|                                      |                   |                                 |                |          | Actual (7)        | Plan (8) |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
| AARHUS (TIRSTRUP)                    |                   |                                 |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                                      | STANSTED          | RYANAIR                         |                | S A      | 53                | 0        | 1         | 100                        | 0             | 0             | 0                | 0                | 0                 | 1                    | 76            | 12                   | 50                 |  |
|                                      | STANSTED          | RYANAIR                         |                | S D      | 54                | 0        | 0         | 72                         | 17            | 11            | 0                | 0                | 0                 | 11                   | 57            | 20                   | 51                 |  |
| <b>TOTAL AARHUS (TIRSTRUP)</b>       |                   |                                 |                |          | <b>107</b>        | <b>1</b> | <b>1</b>  | <b>86</b>                  | <b>8</b>      | <b>6</b>      | <b>0</b>         | <b>0</b>         | <b>0</b>          | <b>6</b>             | <b>66</b>     | <b>16</b>            | <b>16</b>          |  |
| ABERDEEN                             |                   |                                 |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                                      | HEATHROW          | BMI BRITISH MIDLAND             |                | S A      | 18                | 0        | 0         | 56                         | 33            | 11            | 0                | 0                | 0                 | 14                   | 0             | 0                    | 0                  |  |
|                                      | HEATHROW          | BMI BRITISH MIDLAND             |                | S D      | 19                | 0        | 0         | 84                         | 16            | 0             | 0                | 0                | 0                 | 4                    | 0             | 0                    | 0                  |  |
|                                      | MANCHESTER        | BMI REGIONAL                    |                | S A      | 77                | 0        | 0         | 92                         | 8             | 0             | 0                | 0                | 0                 | 4                    | 99            | 2                    | 71                 |  |
|                                      | MANCHESTER        | BMI REGIONAL                    |                | S D      | 77                | 0        | 0         | 100                        | 0             | 0             | 0                | 0                | 0                 | 1                    | 100           | 0                    | 71                 |  |
|                                      | BIRMINGHAM        | BRITISH AIRWAYS CITIEXPRESS LTD |                | S A      | 80                | 0        | 0         | 95                         | 0             | 1             | 4                | 0                | 0                 | 5                    | 84            | 11                   | 73                 |  |
|                                      | BIRMINGHAM        | BRITISH AIRWAYS CITIEXPRESS LTD |                | S D      | 80                | 0        | 0         | 90                         | 5             | 1             | 4                | 0                | 0                 | 7                    | 82            | 11                   | 73                 |  |
|                                      | MANCHESTER        | BRITISH AIRWAYS CITIEXPRESS LTD |                | S A      | 86                | 0        | 0         | 87                         | 7             | 2             | 3                | 0                | 0                 | 7                    | 82            | 11                   | 105                |  |
|                                      | MANCHESTER        | BRITISH AIRWAYS CITIEXPRESS LTD |                | S D      | 86                | 0        | 0         | 80                         | 9             | 5             | 6                | 0                | 0                 | 11                   | 85            | 12                   | 105                |  |
|                                      | GATWICK           | BRITISH AIRWAYS PLC             |                | S A      | 117               | 0        | 0         | 85                         | 10            | 3             | 1                | 0                | 0                 | 6                    | 84            | 12                   | 113                |  |
|                                      | GATWICK           | BRITISH AIRWAYS PLC             |                | S D      | 117               | 0        | 0         | 89                         | 5             | 4             | 2                | 0                | 0                 | 6                    | 85            | 7                    | 113                |  |
|                                      | HEATHROW          | BRITISH AIRWAYS PLC             |                | S A      | 197               | 0        | 0         | 76                         | 13            | 8             | 4                | 0                | 0                 | 11                   | 85            | 7                    | 189                |  |
|                                      | HEATHROW          | BRITISH AIRWAYS PLC             |                | S D      | 197               | 0        | 0         | 82                         | 12            | 5             | 2                | 0                | 0                 | 8                    | 87            | 6                    | 190                |  |
|                                      | NEWCASTLE         | EASTERN AIRWAYS                 |                | S A      | 118               | 0        | 1         | 91                         | 4             | 3             | 2                | 0                | 0                 | 5                    | 67            | 15                   | 6                  |  |
|                                      | NEWCASTLE         | EASTERN AIRWAYS                 |                | S D      | 118               | 0        | 1         | 92                         | 5             | 3             | 0                | 1                | 0                 | 5                    | 67            | 15                   | 6                  |  |
|                                      | LUTON             | EASYJET AIRLINE COMPANY LTD     |                | S A      | 54                | 0        | 0         | 81                         | 9             | 7             | 2                | 0                | 0                 | 10                   | 88            | 10                   | 52                 |  |
|                                      | LUTON             | EASYJET AIRLINE COMPANY LTD     |                | S D      | 54                | 0        | 0         | 65                         | 22            | 7             | 6                | 0                | 0                 | 15                   | 67            | 13                   | 52                 |  |
| <b>TOTAL ABERDEEN</b>                |                   |                                 |                |          | <b>1495</b>       | <b>1</b> | <b>2</b>  | <b>85</b>                  | <b>8</b>      | <b>4</b>      | <b>2</b>         | <b>0</b>         | <b>0</b>          | <b>7</b>             | <b>87</b>     | <b>8</b>             | <b>8</b>           |  |
| ABU DHABI INTERNATIONAL              |                   |                                 |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                                      | HEATHROW          | GULF AIR                        |                | S A      | 32                | 0        | 0         | 66                         | 6             | 16            | 13               | 0                | 0                 | 22                   | 75            | 13                   | 32                 |  |
|                                      | HEATHROW          | GULF AIR                        |                | S D      | 34                | 0        | 0         | 62                         | 15            | 12            | 12               | 0                | 0                 | 24                   | 84            | 9                    | 31                 |  |
| <b>TOTAL ABU DHABI INTERNATIONAL</b> |                   |                                 |                |          | <b>68</b>         | <b>1</b> | <b>0</b>  | <b>65</b>                  | <b>10</b>     | <b>13</b>     | <b>12</b>        | <b>0</b>         | <b>0</b>          | <b>22</b>            | <b>69</b>     | <b>21</b>            | <b>21</b>          |  |
| ABUJA                                |                   |                                 |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                                      | HEATHROW          | BRITISH AIRWAYS PLC             |                | S A      | 23                | 0        | 0         | 83                         | 9             | 4             | 4                | 0                | 0                 | 13                   | 86            | 16                   | 21                 |  |
|                                      | HEATHROW          | BRITISH AIRWAYS PLC             |                | S D      | 22                | 0        | 0         | 77                         | 9             | 14            | 0                | 0                | 0                 | 9                    | 90            | 4                    | 21                 |  |
| <b>TOTAL ABUJA</b>                   |                   |                                 |                |          | <b>45</b>         | <b>1</b> | <b>0</b>  | <b>80</b>                  | <b>9</b>      | <b>9</b>      | <b>2</b>         | <b>0</b>         | <b>0</b>          | <b>11</b>            | <b>88</b>     | <b>10</b>            | <b>10</b>          |  |
| ACAPULCO                             |                   |                                 |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: A

| ORIGIN / DESTINATION         | REPORTING AIRPORT | AIRLINE                       | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         | MAR 2003                   |                     |                            |                          |           |  |
|------------------------------|-------------------|-------------------------------|-------------------|-------------|-------------------|----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|-----------|--|
|                              |                   |                               |                   |             | MATCHED           |          | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |           |  |
|                              |                   |                               |                   |             | Actual<br>(7)     | Plan (8) |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |           |  |
| ACCRA                        |                   |                               |                   |             |                   |          |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |           |  |
|                              | GATWICK           | BRITANNIA AIRWAYS             | C                 | A           | 2                 | 0        | 0                          | 0                | 0                | 50                     | 50                     | 0                       | 0                          | 85                  | 0                          | 0                        | 0         |  |
|                              | GATWICK           | BRITANNIA AIRWAYS             | C                 | D           | 3                 | 0        | 0                          | 67               | 0                | 33                     | 0                      | 0                       | 0                          | 24                  | 0                          | 0                        | 0         |  |
|                              | HEATHROW          | BRITISH AIRWAYS PLC           | S                 | A           | 31                | 0        | 0                          | 100              | 0                | 0                      | 0                      | 0                       | 0                          | 1                   | 97                         | 5                        | 31        |  |
|                              | HEATHROW          | BRITISH AIRWAYS PLC           | S                 | D           | 31                | 0        | 0                          | 55               | 26               | 16                     | 3                      | 0                       | 0                          | 19                  | 52                         | 25                       | 31        |  |
|                              | HEATHROW          | GHANA AIRWAYS                 | S                 | A           | 8                 | 0        | 0                          | 0                | 0                | 13                     | 75                     | 13                      | 0                          | 114                 | 31                         | 70                       | 13        |  |
|                              | HEATHROW          | GHANA AIRWAYS                 | S                 | D           | 8                 | 0        | 1                          | 0                | 25               | 13                     | 50                     | 13                      | 0                          | 88                  | 15                         | 60                       | 13        |  |
| <b>TOTAL ACCRA</b>           |                   |                               |                   |             | <b>83</b>         | <b>0</b> | <b>1</b>                   | <b>60</b>        | <b>12</b>        | <b>11</b>              | <b>14</b>              | <b>2</b>                | <b>0</b>                   | <b>30</b>           | <b>59</b>                  | <b>30</b>                | <b>30</b> |  |
| ADDIS ABABA                  |                   |                               |                   |             |                   |          |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |           |  |
|                              | HEATHROW          | BRITISH MEDITERRANEAN AIRWAYS | S                 | A           | 16                | 1        | 0                          | 75               | 6                | 6                      | 6                      | 6                       | 0                          | 29                  | 91                         | 6                        | 11        |  |
|                              | HEATHROW          | BRITISH MEDITERRANEAN AIRWAYS | S                 | D           | 18                | 0        | 0                          | 39               | 33               | 22                     | 6                      | 0                       | 0                          | 28                  | 46                         | 25                       | 13        |  |
|                              | HEATHROW          | ETHIOPIAN AIRLINES            | S                 | A           | 17                | 0        | 0                          | 24               | 24               | 24                     | 29                     | 0                       | 0                          | 43                  | 11                         | 49                       | 18        |  |
|                              | HEATHROW          | ETHIOPIAN AIRLINES            | S                 | D           | 17                | 0        | 0                          | 47               | 29               | 6                      | 18                     | 0                       | 0                          | 26                  | 83                         | 18                       | 18        |  |
| <b>TOTAL ADDIS ABABA</b>     |                   |                               |                   |             | <b>68</b>         | <b>2</b> | <b>0</b>                   | <b>46</b>        | <b>24</b>        | <b>15</b>              | <b>15</b>              | <b>1</b>                | <b>0</b>                   | <b>31</b>           | <b>55</b>                  | <b>27</b>                | <b>27</b> |  |
| ADEN                         |                   |                               |                   |             |                   |          |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |           |  |
| AGADIR                       |                   |                               |                   |             |                   |          |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |           |  |
|                              | GATWICK           | GB AIRWAYS LTD                | S                 | A           | 4                 | 0        | 0                          | 100              | 0                | 0                      | 0                      | 0                       | 0                          | 1                   | 0                          | 0                        | 0         |  |
|                              | GATWICK           | GB AIRWAYS LTD                | S                 | D           | 5                 | 0        | 0                          | 60               | 20               | 0                      | 20                     | 0                       | 0                          | 18                  | 80                         | 13                       | 5         |  |
|                              | MANCHESTER        | MY TRAVEL AIRWAYS UK          | C                 | A           | 5                 | 0        | 0                          | 60               | 20               | 20                     | 0                      | 0                       | 0                          | 12                  | 60                         | 25                       | 5         |  |
|                              | MANCHESTER        | MY TRAVEL AIRWAYS UK          | C                 | D           | 4                 | 0        | 0                          | 100              | 0                | 0                      | 0                      | 0                       | 0                          | 1                   | 60                         | 36                       | 5         |  |
|                              | GATWICK           | THOMAS COOK AIRLINES LTD      | C                 | A           | 4                 | 0        | 0                          | 50               | 0                | 25                     | 25                     | 0                       | 0                          | 37                  | 0                          | 0                        | 0         |  |
|                              | GATWICK           | THOMAS COOK AIRLINES LTD      | C                 | D           | 4                 | 0        | 0                          | 50               | 0                | 25                     | 25                     | 0                       | 0                          | 41                  | 0                          | 0                        | 0         |  |
| <b>TOTAL AGADIR</b>          |                   |                               |                   |             | <b>27</b>         | <b>0</b> | <b>0</b>                   | <b>67</b>        | <b>7</b>         | <b>11</b>              | <b>11</b>              | <b>4</b>                | <b>0</b>                   | <b>30</b>           | <b>80</b>                  | <b>16</b>                | <b>16</b> |  |
| ALGHERO/SASSARI              |                   |                               |                   |             |                   |          |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |           |  |
|                              | STANSTED          | RYANAIR                       | S                 | A           | 22                | 0        | 0                          | 86               | 9                | 5                      | 0                      | 0                       | 0                          | 6                   | 81                         | 15                       | 31        |  |
|                              | STANSTED          | RYANAIR                       | S                 | D           | 22                | 0        | 0                          | 95               | 5                | 0                      | 0                      | 0                       | 0                          | 3                   | 94                         | 5                        | 31        |  |
| <b>TOTAL ALGHERO/SASSARI</b> |                   |                               |                   |             | <b>44</b>         | <b>0</b> | <b>0</b>                   | <b>91</b>        | <b>7</b>         | <b>2</b>               | <b>0</b>               | <b>0</b>                | <b>0</b>                   | <b>5</b>            | <b>87</b>                  | <b>10</b>                | <b>10</b> |  |
| ALGIERS                      |                   |                               |                   |             |                   |          |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |           |  |
|                              | HEATHROW          | AIR ALGERIE                   | S                 | A           | 17                | 1        | 0                          | 0                | 24               | 35                     | 35                     | 0                       | 6                          | 78                  | 23                         | 40                       | 13        |  |
|                              | HEATHROW          | AIR ALGERIE                   | S                 | D           | 17                | 0        | 0                          | 6                | 12               | 47                     | 29                     | 0                       | 6                          | 73                  | 23                         | 40                       | 13        |  |
|                              | GATWICK           | BRITISH AIRWAYS PLC           | S                 | A           | 15                | 0        | 0                          | 80               | 0                | 13                     | 7                      | 0                       | 0                          | 15                  | 0                          | 0                        | 0         |  |
|                              | GATWICK           | BRITISH AIRWAYS PLC           | S                 | D           | 15                | 0        | 0                          | 73               | 13               | 7                      | 7                      | 0                       | 0                          | 14                  | 0                          | 0                        | 0         |  |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: A

| ORIGIN / DESTINATION | REPORTING AIRPORT | AIRLINE                     | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |           |          | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  | MAR 2003          |                      |               |                      |                    |    |
|----------------------|-------------------|-----------------------------|----------------|----------|-------------------|-----------|----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|----|
|                      |                   |                             |                |          | Actual (7)        | UNMATCHED |          | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |    |
|                      |                   |                             |                |          |                   | Plan (8)  |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |    |
| ALGIERS              |                   |                             |                |          |                   |           |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |    |
| <b>TOTAL ALGIERS</b> |                   |                             |                |          | <b>64</b>         | <b>1</b>  | <b>0</b> | <b>38</b>                  | <b>13</b>     | <b>27</b>     | <b>20</b>        | <b>0</b>         | <b>3</b>          | <b>47</b>            | <b>23</b>     | <b>75</b>            | <b>75</b>          |    |
| ALICANTE             |                   |                             |                |          |                   |           |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |    |
|                      | EDINBURGH         | BMI BRITISH MIDLAND         | C              | A        | 4                 | 0         | 0        | 75                         | 0             | 25            | 0                | 0                | 0                 | 12                   | 0             | 0                    | 0                  | 0  |
|                      | EDINBURGH         | BMI BRITISH MIDLAND         | C              | D        | 4                 | 0         | 0        | 50                         | 25            | 0             | 25               | 0                | 0                 | 24                   | 0             | 0                    | 0                  | 0  |
|                      | HEATHROW          | BMI BRITISH MIDLAND         | S              | A        | 31                | 0         | 0        | 58                         | 10            | 23            | 10               | 0                | 0                 | 25                   | 0             | 0                    | 0                  | 0  |
|                      | HEATHROW          | BMI BRITISH MIDLAND         | S              | D        | 31                | 0         | 0        | 42                         | 32            | 16            | 10               | 0                | 0                 | 26                   | 0             | 0                    | 0                  | 0  |
|                      | MANCHESTER        | BMI BRITISH MIDLAND         | S              | A        | 11                | 0         | 1        | 9                          | 9             | 36            | 45               | 0                | 0                 | 65                   | 0             | 0                    | 0                  | 0  |
|                      | MANCHESTER        | BMI BRITISH MIDLAND         | C              | A        | 4                 | 0         | 0        | 0                          | 25            | 25            | 50               | 0                | 0                 | 58                   | 0             | 0                    | 0                  | 0  |
|                      | MANCHESTER        | BMI BRITISH MIDLAND         | C              | D        | 4                 | 0         | 0        | 50                         | 25            | 25            | 0                | 0                | 0                 | 16                   | 0             | 0                    | 0                  | 0  |
|                      | MANCHESTER        | BMI BRITISH MIDLAND         | S              | D        | 11                | 0         | 0        | 18                         | 9             | 64            | 9                | 0                | 0                 | 39                   | 0             | 0                    | 0                  | 0  |
|                      | MANCHESTER        | BMIBABY LTD                 | S              | A        | 19                | 0         | 0        | 21                         | 16            | 16            | 37               | 11               | 0                 | 70                   | 0             | 0                    | 0                  | 0  |
|                      | MANCHESTER        | BMIBABY LTD                 | S              | D        | 20                | 0         | 0        | 35                         | 5             | 30            | 20               | 10               | 0                 | 57                   | 0             | 0                    | 0                  | 0  |
|                      | BIRMINGHAM        | BRITANNIA AIRWAYS           | C              | A        | 13                | 0         | 0        | 77                         | 8             | 0             | 15               | 0                | 0                 | 20                   | 92            | 15                   | 13                 | 13 |
|                      | BIRMINGHAM        | BRITANNIA AIRWAYS           | C              | D        | 13                | 0         | 0        | 69                         | 8             | 0             | 23               | 0                | 0                 | 28                   | 85            | 17                   | 13                 | 13 |
|                      | EDINBURGH         | BRITANNIA AIRWAYS           | C              | A        | 4                 | 0         | 0        | 100                        | 0             | 0             | 0                | 0                | 0                 | 1                    | 100           | 2                    | 4                  | 4  |
|                      | EDINBURGH         | BRITANNIA AIRWAYS           | C              | D        | 4                 | 0         | 0        | 100                        | 0             | 0             | 0                | 0                | 0                 | 3                    | 100           | 0                    | 4                  | 4  |
|                      | GATWICK           | BRITANNIA AIRWAYS           | C              | A        | 9                 | 0         | 0        | 100                        | 0             | 0             | 0                | 0                | 0                 | 2                    | 75            | 8                    | 8                  | 8  |
|                      | GATWICK           | BRITANNIA AIRWAYS           | C              | D        | 9                 | 0         | 0        | 100                        | 0             | 0             | 0                | 0                | 0                 | 2                    | 88            | 4                    | 8                  | 8  |
|                      | GLASGOW           | BRITANNIA AIRWAYS           | C              | A        | 9                 | 0         | 0        | 89                         | 11            | 0             | 0                | 0                | 0                 | 4                    | 100           | 3                    | 9                  | 9  |
|                      | GLASGOW           | BRITANNIA AIRWAYS           | C              | D        | 9                 | 0         | 0        | 100                        | 0             | 0             | 0                | 0                | 0                 | 3                    | 100           | 0                    | 9                  | 9  |
|                      | LUTON             | BRITANNIA AIRWAYS           | C              | A        | 5                 | 0         | 0        | 100                        | 0             | 0             | 0                | 0                | 0                 | 0                    | 50            | 12                   | 4                  | 4  |
|                      | LUTON             | BRITANNIA AIRWAYS           | C              | D        | 5                 | 0         | 0        | 100                        | 0             | 0             | 0                | 0                | 0                 | 2                    | 100           | 1                    | 4                  | 4  |
|                      | MANCHESTER        | BRITANNIA AIRWAYS           | C              | A        | 18                | 0         | 0        | 83                         | 0             | 6             | 6                | 6                | 0                 | 26                   | 65            | 10                   | 17                 | 17 |
|                      | MANCHESTER        | BRITANNIA AIRWAYS           | C              | D        | 18                | 0         | 0        | 83                         | 11            | 0             | 6                | 0                | 0                 | 9                    | 88            | 6                    | 17                 | 17 |
|                      | NEWCASTLE         | BRITANNIA AIRWAYS           | C              | A        | 13                | 0         | 0        | 100                        | 0             | 0             | 0                | 0                | 0                 | 1                    | 100           | 2                    | 13                 | 13 |
|                      | NEWCASTLE         | BRITANNIA AIRWAYS           | C              | D        | 13                | 0         | 0        | 100                        | 0             | 0             | 0                | 0                | 0                 | 2                    | 100           | 1                    | 13                 | 13 |
|                      | STANSTED          | BRITANNIA AIRWAYS           | C              | A        | 4                 | 0         | 0        | 75                         | 0             | 0             | 25               | 0                | 0                 | 19                   | 100           | 1                    | 5                  | 5  |
|                      | STANSTED          | BRITANNIA AIRWAYS           | C              | D        | 4                 | 0         | 0        | 75                         | 25            | 0             | 0                | 0                | 0                 | 8                    | 100           | 0                    | 5                  | 5  |
|                      | GLASGOW           | CHANNEL EXPRESS (AIR SVS)   | S              | A        | 8                 | 0         | 0        | 100                        | 0             | 0             | 0                | 0                | 0                 | 0                    | 0             | 0                    | 0                  | 0  |
|                      | GLASGOW           | CHANNEL EXPRESS (AIR SVS)   | S              | D        | 8                 | 0         | 0        | 100                        | 0             | 0             | 0                | 0                | 0                 | 2                    | 0             | 0                    | 0                  | 0  |
|                      | GATWICK           | EASYJET AIRLINE COMPANY LTD | S              | A        | 61                | 0         | 0        | 93                         | 0             | 5             | 2                | 0                | 0                 | 5                    | 82            | 7                    | 61                 | 61 |
|                      | GATWICK           | EASYJET AIRLINE COMPANY LTD | S              | D        | 62                | 0         | 0        | 90                         | 3             | 2             | 5                | 0                | 0                 | 7                    | 74            | 15                   | 62                 | 62 |
|                      | LUTON             | EASYJET AIRLINE COMPANY LTD | S              | A        | 57                | 5         | 8        | 82                         | 9             | 5             | 4                | 0                | 0                 | 10                   | 100           | 6                    | 2                  | 2  |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: A

| ORIGIN / DESTINATION | REPORTING AIRPORT | AIRLINE                     | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |          |                  | PERCENTAGE OF FLIGHTS LATE |               |                  |                  |                   |                      | MAR 2003      |                      |                    |         |
|----------------------|-------------------|-----------------------------|----------------|----------|-------------------|----------|------------------|----------------------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|---------|
|                      |                   |                             |                |          | Actual (7)        | Plan (8) | Early to 15 mins | 16 to 30 mins              | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |         |
|                      |                   |                             |                |          |                   |          |                  |                            |               |                  |                  |                   |                      |               |                      |                    | MATCHED |
| ALICANTE             | LUTON             | EASYJET AIRLINE COMPANY LTD | S              | D        | 62                | 1        | 4                | 63                         | 21            | 11               | 5                | 0                 | 0                    | 20            | 100                  | 10                 | 2       |
|                      | NEWCASTLE         | EASYJET AIRLINE COMPANY LTD | S              | A        | 36                | 0        | 0                | 69                         | 11            | 14               | 6                | 0                 | 0                    | 15            | 33                   | 96                 | 3       |
|                      | NEWCASTLE         | EASYJET AIRLINE COMPANY LTD | S              | D        | 36                | 0        | 0                | 69                         | 11            | 8                | 11               | 0                 | 0                    | 17            | 0                    | 54                 | 3       |
|                      | STANSTED          | EASYJET AIRLINE COMPANY LTD | S              | A        | 66                | 1        | 0                | 82                         | 8             | 8                | 3                | 0                 | 0                    | 9             | 75                   | 23                 | 93      |
|                      | STANSTED          | EASYJET AIRLINE COMPANY LTD | S              | D        | 66                | 0        | 0                | 77                         | 12            | 6                | 5                | 0                 | 0                    | 12            | 62                   | 23                 | 90      |
|                      | GATWICK           | EXCEL AIRWAYS LTD           | C              | A        | 4                 | 0        | 0                | 100                        | 0             | 0                | 0                | 0                 | 0                    | 1             | 100                  | 3                  | 5       |
|                      | GATWICK           | EXCEL AIRWAYS LTD           | C              | D        | 4                 | 0        | 0                | 100                        | 0             | 0                | 0                | 0                 | 0                    | 3             | 60                   | 7                  | 5       |
|                      | MANCHESTER        | EXCEL AIRWAYS LTD           | C              | A        | 4                 | 0        | 0                | 100                        | 0             | 0                | 0                | 0                 | 0                    | 3             | 0                    | 0                  | 0       |
|                      | MANCHESTER        | EXCEL AIRWAYS LTD           | C              | D        | 4                 | 0        | 0                | 100                        | 0             | 0                | 0                | 0                 | 0                    | 0             | 0                    | 0                  | 0       |
|                      | BIRMINGHAM        | FIRST CHOICE AIRWAYS LTD    | C              | A        | 4                 | 0        | 0                | 75                         | 25            | 0                | 0                | 0                 | 0                    | 9             | 100                  | 0                  | 5       |
|                      | BIRMINGHAM        | FIRST CHOICE AIRWAYS LTD    | C              | D        | 5                 | 0        | 0                | 60                         | 40            | 0                | 0                | 0                 | 0                    | 10            | 100                  | 0                  | 5       |
|                      | GATWICK           | FIRST CHOICE AIRWAYS LTD    | C              | A        | 9                 | 0        | 0                | 78                         | 22            | 0                | 0                | 0                 | 0                    | 8             | 78                   | 7                  | 9       |
|                      | GATWICK           | FIRST CHOICE AIRWAYS LTD    | C              | D        | 9                 | 0        | 0                | 89                         | 11            | 0                | 0                | 0                 | 0                    | 4             | 78                   | 7                  | 9       |
|                      | GLASGOW           | FIRST CHOICE AIRWAYS LTD    | C              | A        | 3                 | 0        | 0                | 67                         | 0             | 0                | 0                | 33                | 0                    | 98            | 100                  | 6                  | 5       |
|                      | GLASGOW           | FIRST CHOICE AIRWAYS LTD    | C              | D        | 3                 | 0        | 0                | 67                         | 0             | 0                | 0                | 33                | 0                    | 108           | 80                   | 5                  | 5       |
|                      | MANCHESTER        | FIRST CHOICE AIRWAYS LTD    | C              | A        | 27                | 0        | 0                | 78                         | 15            | 7                | 0                | 0                 | 0                    | 8             | 59                   | 17                 | 27      |
|                      | MANCHESTER        | FIRST CHOICE AIRWAYS LTD    | C              | D        | 27                | 0        | 0                | 89                         | 7             | 0                | 4                | 0                 | 0                    | 5             | 74                   | 9                  | 27      |
|                      | GATWICK           | GB AIRWAYS LTD              | S              | A        | 39                | 0        | 0                | 82                         | 10            | 3                | 5                | 0                 | 0                    | 13            | 65                   | 20                 | 63      |
|                      | GATWICK           | GB AIRWAYS LTD              | S              | D        | 39                | 0        | 0                | 85                         | 8             | 0                | 8                | 0                 | 0                    | 13            | 74                   | 15                 | 62      |
|                      | EDINBURGH         | GREECE AIRWAYS              | S              | A        | 8                 | 4        | 0                | 63                         | 25            | 0                | 13               | 0                 | 0                    | 21            | 0                    | 0                  | 0       |
|                      | EDINBURGH         | GREECE AIRWAYS              | S              | D        | 14                | 1        | 3                | 71                         | 7             | 7                | 14               | 0                 | 0                    | 20            | 0                    | 0                  | 0       |
|                      | GLASGOW           | GREECE AIRWAYS              | S              | A        | 12                | 1        | 0                | 67                         | 17            | 8                | 8                | 0                 | 0                    | 14            | 0                    | 0                  | 0       |
|                      | GLASGOW           | GREECE AIRWAYS              | S              | D        | 13                | 0        | 0                | 85                         | 8             | 0                | 8                | 0                 | 0                    | 9             | 0                    | 0                  | 0       |
|                      | GATWICK           | MONARCH AIRLINES            | S              | A        | 31                | 0        | 0                | 84                         | 0             | 6                | 10               | 0                 | 0                    | 18            | 0                    | 0                  | 0       |
|                      | GATWICK           | MONARCH AIRLINES            | C              | A        | 4                 | 0        | 0                | 100                        | 0             | 0                | 0                | 0                 | 0                    | 2             | 50                   | 25                 | 14      |
|                      | GATWICK           | MONARCH AIRLINES            | S              | D        | 30                | 0        | 1                | 80                         | 7             | 7                | 7                | 0                 | 0                    | 16            | 0                    | 0                  | 0       |
|                      | GATWICK           | MONARCH AIRLINES            | C              | D        | 5                 | 0        | 0                | 80                         | 20            | 0                | 0                | 0                 | 0                    | 7             | 64                   | 21                 | 14      |
|                      | LUTON             | MONARCH AIRLINES            | S              | A        | 31                | 0        | 0                | 65                         | 13            | 16               | 6                | 0                 | 0                    | 16            | 84                   | 8                  | 31      |
|                      | LUTON             | MONARCH AIRLINES            | S              | D        | 31                | 0        | 0                | 68                         | 13            | 13               | 6                | 0                 | 0                    | 16            | 71                   | 8                  | 31      |
|                      | MANCHESTER        | MONARCH AIRLINES            | S              | A        | 62                | 0        | 0                | 85                         | 11            | 2                | 2                | 0                 | 0                    | 8             | 81                   | 11                 | 31      |
|                      | MANCHESTER        | MONARCH AIRLINES            | C              | A        | 4                 | 0        | 0                | 0                          | 50            | 25               | 0                | 25                | 0                    | 87            | 60                   | 42                 | 5       |
|                      | MANCHESTER        | MONARCH AIRLINES            | S              | D        | 62                | 0        | 0                | 94                         | 3             | 2                | 2                | 0                 | 0                    | 6             | 84                   | 9                  | 31      |
|                      | MANCHESTER        | MONARCH AIRLINES            | C              | D        | 4                 | 0        | 0                | 75                         | 0             | 0                | 0                | 25                | 0                    | 70            | 80                   | 35                 | 5       |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: A

| ORIGIN / DESTINATION  | REPORTING AIRPORT | AIRLINE                       | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |           |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        | MAR 2003                |                            |                     |                            |                          |
|-----------------------|-------------------|-------------------------------|-------------------|-------------|-------------------|-----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|
|                       |                   |                               |                   |             | MATCHED           |           | UNMATCHED | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |
|                       |                   |                               |                   |             | Actual<br>(7)     | Plan (8)  |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |
| ALICANTE              | BIRMINGHAM        | MY TRAVEL AIRWAYS UK          | S                 | A           | 31                | 0         | 1         | 81                         | 6                | 6                | 3                      | 0                      | 3                       | 24                         | 94                  | 5                          | 31                       |
|                       | BIRMINGHAM        | MY TRAVEL AIRWAYS UK          | S                 | D           | 32                | 0         | 0         | 78                         | 13               | 0                | 6                      | 0                      | 3                       | 26                         | 94                  | 7                          | 31                       |
|                       | GATWICK           | MY TRAVEL AIRWAYS UK          | C                 | A           | 4                 | 0         | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 5                          | 67                  | 12                         | 9                        |
|                       | GATWICK           | MY TRAVEL AIRWAYS UK          | C                 | D           | 4                 | 0         | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 1                          | 67                  | 22                         | 9                        |
|                       | GLASGOW           | MY TRAVEL AIRWAYS UK          | C                 | A           | 8                 | 0         | 0         | 75                         | 13               | 13               | 0                      | 0                      | 0                       | 13                         | 92                  | 6                          | 13                       |
|                       | GLASGOW           | MY TRAVEL AIRWAYS UK          | C                 | D           | 8                 | 0         | 0         | 63                         | 13               | 25               | 0                      | 0                      | 0                       | 19                         | 86                  | 10                         | 14                       |
|                       | MANCHESTER        | MY TRAVEL AIRWAYS UK          | C                 | A           | 14                | 0         | 0         | 86                         | 7                | 0                | 7                      | 0                      | 0                       | 10                         | 72                  | 54                         | 18                       |
|                       | MANCHESTER        | MY TRAVEL AIRWAYS UK          | C                 | D           | 14                | 0         | 0         | 86                         | 7                | 0                | 7                      | 0                      | 0                       | 10                         | 83                  | 36                         | 18                       |
|                       | NEWCASTLE         | MY TRAVEL AIRWAYS UK          | C                 | A           | 9                 | 0         | 0         | 89                         | 0                | 0                | 0                      | 11                     | 0                       | 30                         | 100                 | 1                          | 9                        |
|                       | NEWCASTLE         | MY TRAVEL AIRWAYS UK          | C                 | D           | 9                 | 0         | 0         | 89                         | 0                | 0                | 0                      | 11                     | 0                       | 32                         | 100                 | 1                          | 9                        |
|                       | STANSTED          | MY TRAVEL AIRWAYS UK          | C                 | A           | 4                 | 0         | 0         | 75                         | 0                | 0                | 0                      | 25                     | 0                       | 57                         | 0                   | 0                          | 0                        |
|                       | STANSTED          | MY TRAVEL AIRWAYS UK          | C                 | D           | 4                 | 0         | 0         | 75                         | 0                | 0                | 0                      | 25                     | 0                       | 60                         | 0                   | 0                          | 0                        |
|                       | GATWICK           | THOMAS COOK AIRLINES LTD      | C                 | D           | 2                 | 0         | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 1                          | 89                  | 11                         | 9                        |
|                       | GLASGOW           | THOMAS COOK AIRLINES LTD      | C                 | A           | 4                 | 0         | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 3                          | 80                  | 14                         | 5                        |
|                       | GLASGOW           | THOMAS COOK AIRLINES LTD      | C                 | D           | 4                 | 0         | 0         | 75                         | 25               | 0                | 0                      | 0                      | 0                       | 8                          | 80                  | 6                          | 5                        |
|                       | MANCHESTER        | THOMAS COOK AIRLINES LTD      | C                 | A           | 13                | 0         | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 2                          | 100                 | 0                          | 14                       |
|                       | MANCHESTER        | THOMAS COOK AIRLINES LTD      | C                 | D           | 13                | 0         | 0         | 92                         | 8                | 0                | 0                      | 0                      | 0                       | 2                          | 100                 | 0                          | 14                       |
| <b>TOTAL ALICANTE</b> |                   |                               |                   |             | <b>1420</b>       | <b>14</b> | <b>18</b> | <b>78</b>                  | <b>9</b>         | <b>7</b>         | <b>6</b>               | <b>1</b>               | <b>0</b>                | <b>16</b>                  | <b>78</b>           | <b>14</b>                  | <b>14</b>                |
| ALMA ATA              | HEATHROW          | BRITISH MEDITERRANEAN AIRWAYS | S                 | A           | 13                | 1         | 0         | 85                         | 0                | 0                | 15                     | 0                      | 0                       | 11                         | 57                  | 25                         | 14                       |
|                       | HEATHROW          | BRITISH MEDITERRANEAN AIRWAYS | S                 | D           | 11                | 0         | 0         | 27                         | 36               | 27               | 9                      | 0                      | 0                       | 30                         | 46                  | 21                         | 13                       |
| <b>TOTAL ALMA ATA</b> |                   |                               |                   |             | <b>24</b>         | <b>19</b> | <b>0</b>  | <b>58</b>                  | <b>17</b>        | <b>13</b>        | <b>13</b>              | <b>0</b>               | <b>0</b>                | <b>20</b>                  | <b>52</b>           | <b>23</b>                  | <b>23</b>                |
| ALMERIA               | GATWICK           | GB AIRWAYS LTD                | S                 | A           | 17                | 0         | 0         | 82                         | 6                | 6                | 6                      | 0                      | 0                       | 11                         | 38                  | 23                         | 13                       |
|                       | GATWICK           | GB AIRWAYS LTD                | S                 | D           | 17                | 0         | 0         | 82                         | 6                | 6                | 6                      | 0                      | 0                       | 15                         | 69                  | 16                         | 13                       |
|                       | BIRMINGHAM        | MY TRAVEL AIRWAYS UK          | C                 | A           | 4                 | 0         | 0         | 75                         | 0                | 0                | 25                     | 0                      | 0                       | 25                         | 100                 | 4                          | 4                        |
|                       | BIRMINGHAM        | MY TRAVEL AIRWAYS UK          | S                 | A           | 19                | 2         | 1         | 63                         | 21               | 16               | 0                      | 0                      | 0                       | 15                         | 0                   | 0                          | 0                        |
|                       | BIRMINGHAM        | MY TRAVEL AIRWAYS UK          | C                 | D           | 4                 | 0         | 0         | 50                         | 25               | 25               | 0                      | 0                      | 0                       | 21                         | 100                 | 1                          | 4                        |
|                       | BIRMINGHAM        | MY TRAVEL AIRWAYS UK          | S                 | D           | 22                | 0         | 1         | 64                         | 27               | 9                | 0                      | 0                      | 0                       | 14                         | 0                   | 0                          | 0                        |
|                       | GATWICK           | MY TRAVEL AIRWAYS UK          | C                 | A           | 4                 | 0         | 0         | 75                         | 0                | 0                | 25                     | 0                      | 0                       | 23                         | 100                 | 0                          | 4                        |
|                       | GATWICK           | MY TRAVEL AIRWAYS UK          | C                 | D           | 4                 | 0         | 0         | 75                         | 25               | 0                | 0                      | 0                      | 0                       | 7                          | 100                 | 0                          | 4                        |
|                       | MANCHESTER        | MY TRAVEL AIRWAYS UK          | C                 | A           | 4                 | 0         | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 2                          | 75                  | 15                         | 4                        |



## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: A

| ORIGIN / DESTINATION              | REPORTING AIRPORT | AIRLINE                         | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  |                   | MAR 2003             |               |                      |                    |
|-----------------------------------|-------------------|---------------------------------|----------------|----------|-------------------|----------|-----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|
|                                   |                   |                                 |                |          | MATCHED           |          | UNMATCHED | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |
|                                   |                   |                                 |                |          | Actual (7)        | Plan (8) |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |
| ALMERIA                           | MANCHESTER        | MY TRAVEL AIRWAYS UK            | C              | D        | 4                 | 0        | 0         | 100                        | 0             | 0             | 0                | 0                | 0                 | 0                    | 100           | 5                    | 4                  |
| <b>TOTAL ALMERIA</b>              |                   |                                 |                |          | <b>99</b>         | <b>2</b> | <b>2</b>  | <b>74</b>                  | <b>14</b>     | <b>8</b>      | <b>4</b>         | <b>0</b>         | <b>0</b>          | <b>14</b>            | <b>71</b>     | <b>13</b>            | <b>13</b>          |
| ALTENBURG - WALLBURG              | STANSTED          | RYANAIR                         | S              | A        | 31                | 0        | 0         | 97                         | 0             | 3             | 0                | 0                | 0                 | 1                    | 0             | 0                    | 0                  |
|                                   | STANSTED          | RYANAIR                         | S              | D        | 31                | 0        | 0         | 90                         | 3             | 3             | 3                | 0                | 0                 | 5                    | 0             | 0                    | 0                  |
| <b>TOTAL ALTENBURG - WALLBURG</b> |                   |                                 |                |          | <b>62</b>         | <b>0</b> | <b>0</b>  | <b>94</b>                  | <b>2</b>      | <b>3</b>      | <b>2</b>         | <b>0</b>         | <b>0</b>          | <b>3</b>             | <b>0</b>      | <b>0</b>             | <b>0</b>           |
| AMMAN                             | HEATHROW          | BRITISH MEDITERRANEAN AIRWAYS   | S              | A        | 19                | 3        | 0         | 89                         | 11            | 0             | 0                | 0                | 0                 | 4                    | 80            | 15                   | 10                 |
|                                   | HEATHROW          | BRITISH MEDITERRANEAN AIRWAYS   | S              | D        | 19                | 1        | 0         | 21                         | 53            | 16            | 0                | 11               | 0                 | 45                   | 54            | 41                   | 13                 |
|                                   | HEATHROW          | ROYAL JORDANIAN                 | S              | A        | 31                | 0        | 0         | 65                         | 23            | 6             | 6                | 0                | 0                 | 17                   | 63            | 33                   | 24                 |
|                                   | HEATHROW          | ROYAL JORDANIAN                 | S              | D        | 31                | 0        | 0         | 29                         | 29            | 29            | 13               | 0                | 0                 | 33                   | 63            | 32                   | 24                 |
| <b>TOTAL AMMAN</b>                |                   |                                 |                |          | <b>100</b>        | <b>5</b> | <b>0</b>  | <b>50</b>                  | <b>28</b>     | <b>14</b>     | <b>6</b>         | <b>2</b>         | <b>0</b>          | <b>25</b>            | <b>63</b>     | <b>32</b>            | <b>32</b>          |
| AMRITSAR                          | GATWICK           | MONARCH AIRLINES                | C              | A        | 4                 | 0        | 0         | 0                          | 25            | 0             | 25               | 50               | 0                 | 170                  | 0             | 0                    | 0                  |
|                                   | GATWICK           | MONARCH AIRLINES                | C              | D        | 5                 | 0        | 0         | 80                         | 0             | 20            | 0                | 0                | 0                 | 12                   | 0             | 0                    | 0                  |
| <b>TOTAL AMRITSAR</b>             |                   |                                 |                |          | <b>9</b>          | <b>0</b> | <b>0</b>  | <b>44</b>                  | <b>11</b>     | <b>11</b>     | <b>11</b>        | <b>22</b>        | <b>0</b>          | <b>82</b>            | <b>0</b>      | <b>0</b>             | <b>0</b>           |
| AMSTERDAM                         | HEATHROW          | BMI BRITISH MIDLAND             | S              | A        | 234               | 0        | 0         | 65                         | 15            | 15            | 5                | 0                | 0                 | 17                   | 88            | 6                    | 228                |
|                                   | HEATHROW          | BMI BRITISH MIDLAND             | S              | D        | 234               | 0        | 0         | 64                         | 14            | 19            | 4                | 0                | 0                 | 17                   | 84            | 8                    | 227                |
|                                   | MANCHESTER        | BRITISH AIRWAYS CITIEXPRESS LTD | S              | A        | 84                | 0        | 0         | 86                         | 7             | 5             | 2                | 0                | 0                 | 8                    | 0             | 0                    | 0                  |
|                                   | MANCHESTER        | BRITISH AIRWAYS CITIEXPRESS LTD | S              | D        | 85                | 0        | 0         | 87                         | 2             | 6             | 5                | 0                | 0                 | 7                    | 0             | 0                    | 0                  |
|                                   | GATWICK           | BRITISH AIRWAYS PLC             | S              | A        | 187               | 0        | 0         | 88                         | 6             | 3             | 3                | 0                | 0                 | 7                    | 0             | 0                    | 0                  |
|                                   | GATWICK           | BRITISH AIRWAYS PLC             | S              | D        | 187               | 0        | 0         | 87                         | 7             | 4             | 2                | 0                | 0                 | 7                    | 0             | 0                    | 0                  |
|                                   | HEATHROW          | BRITISH AIRWAYS PLC             | S              | A        | 238               | 0        | 0         | 75                         | 10            | 9             | 5                | 0                | 0                 | 13                   | 84            | 9                    | 206                |
|                                   | HEATHROW          | BRITISH AIRWAYS PLC             | S              | D        | 238               | 0        | 0         | 86                         | 8             | 3             | 2                | 0                | 0                 | 8                    | 85            | 10                   | 206                |
|                                   | EDINBURGH         | EASYJET AIRLINE COMPANY LTD     | S              | A        | 62                | 0        | 0         | 63                         | 13            | 11            | 11               | 2                | 0                 | 22                   | 85            | 10                   | 62                 |
|                                   | EDINBURGH         | EASYJET AIRLINE COMPANY LTD     | S              | D        | 61                | 1        | 0         | 82                         | 10            | 5             | 2                | 0                | 2                 | 16                   | 73            | 21                   | 62                 |
|                                   | GATWICK           | EASYJET AIRLINE COMPANY LTD     | S              | A        | 120               | 0        | 0         | 83                         | 8             | 7             | 3                | 0                | 0                 | 9                    | 76            | 14                   | 143                |
|                                   | GATWICK           | EASYJET AIRLINE COMPANY LTD     | S              | D        | 120               | 0        | 0         | 84                         | 8             | 5             | 3                | 0                | 0                 | 9                    | 72            | 18                   | 148                |
|                                   | GLASGOW           | EASYJET AIRLINE COMPANY LTD     | S              | A        | 31                | 0        | 0         | 94                         | 3             | 0             | 3                | 0                | 0                 | 10                   | 83            | 10                   | 60                 |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: A

| ORIGIN / DESTINATION   | REPORTING AIRPORT | AIRLINE                        | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |             |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         | MAR 2003                   |                     |                            |                          |
|------------------------|-------------------|--------------------------------|-------------------|-------------|-------------------|-------------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|
|                        |                   |                                |                   |             | Actual<br>(7)     | UNMATCHED   |           | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |
|                        |                   |                                |                   |             |                   | Plan<br>(8) |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |
| AMSTERDAM              | GLASGOW           | EASYJET AIRLINE COMPANY LTD    | S                 | D           | 30                | 1           | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 4                          | 65                  | 31                         | 60                       |
|                        | LUTON             | EASYJET AIRLINE COMPANY LTD    | S                 | A           | 165               | 0           | 0         | 75                         | 13               | 10               | 3                      | 0                      | 0                       | 12                         | 82                  | 10                         | 165                      |
|                        | LUTON             | EASYJET AIRLINE COMPANY LTD    | S                 | D           | 165               | 0           | 0         | 75                         | 15               | 7                | 4                      | 0                      | 0                       | 12                         | 81                  | 13                         | 165                      |
|                        | STANSTED          | EASYJET AIRLINE COMPANY LTD    | S                 | A           | 93                | 0           | 0         | 71                         | 16               | 11               | 2                      | 0                      | 0                       | 11                         | 0                   | 0                          | 0                        |
|                        | STANSTED          | EASYJET AIRLINE COMPANY LTD    | S                 | D           | 93                | 0           | 0         | 66                         | 16               | 16               | 2                      | 0                      | 0                       | 15                         | 0                   | 0                          | 0                        |
|                        | GLASGOW           | KLM                            | S                 | A           | 121               | 0           | 1         | 88                         | 7                | 4                | 1                      | 0                      | 0                       | 5                          | 0                   | 0                          | 0                        |
|                        | GLASGOW           | KLM                            | S                 | D           | 118               | 0           | 4         | 79                         | 14               | 7                | 1                      | 0                      | 0                       | 11                         | 0                   | 0                          | 0                        |
|                        | HEATHROW          | KLM                            | S                 | A           | 277               | 0           | 1         | 82                         | 8                | 6                | 4                      | 0                      | 0                       | 10                         | 89                  | 7                          | 263                      |
|                        | HEATHROW          | KLM                            | S                 | D           | 272               | 0           | 2         | 65                         | 21               | 9                | 6                      | 0                      | 0                       | 16                         | 78                  | 15                         | 263                      |
|                        | MANCHESTER        | KLM                            | S                 | A           | 64                | 0           | 1         | 91                         | 6                | 2                | 2                      | 0                      | 0                       | 6                          | 0                   | 0                          | 0                        |
|                        | MANCHESTER        | KLM                            | S                 | D           | 64                | 0           | 1         | 84                         | 11               | 3                | 0                      | 2                      | 0                       | 10                         | 0                   | 0                          | 0                        |
|                        | BIRMINGHAM        | KLM CITYHOPPER                 | S                 | A           | 174               | 0           | 0         | 81                         | 8                | 6                | 5                      | 0                      | 0                       | 11                         | 81                  | 13                         | 197                      |
|                        | BIRMINGHAM        | KLM CITYHOPPER                 | S                 | D           | 171               | 3           | 0         | 76                         | 13               | 6                | 5                      | 0                      | 0                       | 14                         | 80                  | 16                         | 199                      |
|                        | EDINBURGH         | KLM CITYHOPPER                 | S                 | A           | 147               | 0           | 0         | 67                         | 10               | 11               | 12                     | 0                      | 0                       | 19                         | 79                  | 16                         | 160                      |
|                        | EDINBURGH         | KLM CITYHOPPER                 | S                 | D           | 145               | 0           | 0         | 79                         | 9                | 6                | 6                      | 0                      | 0                       | 14                         | 73                  | 22                         | 158                      |
|                        | LONDON CITY       | KLM CITYHOPPER                 | S                 | A           | 153               | 1           | 0         | 84                         | 9                | 3                | 3                      | 0                      | 0                       | 8                          | 71                  | 8                          | 7                        |
|                        | LONDON CITY       | KLM CITYHOPPER                 | S                 | D           | 150               | 2           | 0         | 72                         | 19               | 5                | 4                      | 0                      | 0                       | 14                         | 71                  | 11                         | 7                        |
|                        | MANCHESTER        | KLM CITYHOPPER                 | S                 | A           | 125               | 0           | 0         | 78                         | 12               | 4                | 6                      | 0                      | 0                       | 12                         | 73                  | 29                         | 15                       |
|                        | MANCHESTER        | KLM CITYHOPPER                 | S                 | D           | 125               | 0           | 0         | 81                         | 10               | 6                | 3                      | 0                      | 0                       | 10                         | 80                  | 20                         | 15                       |
|                        | NEWCASTLE         | KLM CITYHOPPER                 | S                 | A           | 147               | 2           | 0         | 84                         | 4                | 7                | 5                      | 0                      | 0                       | 10                         | 75                  | 16                         | 183                      |
|                        | NEWCASTLE         | KLM CITYHOPPER                 | S                 | D           | 146               | 2           | 0         | 84                         | 6                | 4                | 5                      | 0                      | 0                       | 10                         | 70                  | 19                         | 182                      |
|                        | STANSTED          | TRANSAVIA                      | S                 | A           | 54                | 0           | 0         | 87                         | 7                | 2                | 2                      | 2                      | 0                       | 8                          | 0                   | 0                          | 0                        |
|                        | STANSTED          | TRANSAVIA                      | S                 | D           | 54                | 0           | 0         | 83                         | 2                | 11               | 4                      | 0                      | 0                       | 12                         | 0                   | 0                          | 0                        |
| <b>TOTAL AMSTERDAM</b> |                   |                                |                   |             | <b>4936</b>       | <b>15</b>   | <b>10</b> | <b>78</b>                  | <b>10</b>        | <b>7</b>         | <b>4</b>               | <b>0</b>               | <b>0</b>                | <b>12</b>                  | <b>80</b>           | <b>13</b>                  | <b>13</b>                |
| ANCONA                 | STANSTED          | RYANAIR                        | S                 | A           | 31                | 0           | 0         | 65                         | 26               | 10               | 0                      | 0                      | 0                       | 10                         | 73                  | 24                         | 30                       |
|                        | STANSTED          | RYANAIR                        | S                 | D           | 31                | 0           | 0         | 65                         | 19               | 16               | 0                      | 0                      | 0                       | 14                         | 55                  | 29                         | 31                       |
| <b>TOTAL ANCONA</b>    |                   |                                |                   |             | <b>62</b>         | <b>0</b>    | <b>0</b>  | <b>65</b>                  | <b>23</b>        | <b>13</b>        | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>12</b>                  | <b>64</b>           | <b>27</b>                  | <b>27</b>                |
| ANTALYA                | GATWICK           | FIRST CHOICE AIRWAYS LTD       | C                 | D           | 4                 | 0           | 0         | 75                         | 25               | 0                | 0                      | 0                      | 0                       | 4                          | 0                   | 0                          | 0                        |
|                        | MANCHESTER        | FIRST CHOICE AIRWAYS LTD       | C                 | A           | 5                 | 0           | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 3                          | 0                   | 0                          | 0                        |
|                        | MANCHESTER        | FIRST CHOICE AIRWAYS LTD       | C                 | D           | 4                 | 0           | 0         | 75                         | 0                | 25               | 0                      | 0                      | 0                       | 10                         | 0                   | 0                          | 0                        |
|                        | STANSTED          | KIBRIS TURKISH AIRLINES - KTHY | S                 | A           | 14                | 0           | 0         | 93                         | 7                | 0                | 0                      | 0                      | 0                       | 8                          | 64                  | 18                         | 14                       |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: A

| ORIGIN / DESTINATION | REPORTING AIRPORT | AIRLINE                        | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  |                   | MAR 2003             |               |                      |                    |  |
|----------------------|-------------------|--------------------------------|----------------|----------|-------------------|----------|-----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|--|
|                      |                   |                                |                |          | MATCHED           |          | UNMATCHED | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |  |
|                      |                   |                                |                |          | Actual (7)        | Plan (8) |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
| ANTALYA              |                   |                                |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                      | STANSTED          | KIBRIS TURKISH AIRLINES - KTHY | S              | D        | 14                | 0        | 0         | 43                         | 29            | 29            | 0                | 0                | 0                 | 22                   | 29            | 34                   | 14                 |  |
|                      | BIRMINGHAM        | THOMAS COOK AIRLINES LTD       | C              | A        | 2                 | 0        | 0         | 100                        | 0             | 0             | 0                | 0                | 0                 | 0                    | 60            | 10                   | 5                  |  |
|                      | BIRMINGHAM        | THOMAS COOK AIRLINES LTD       | C              | D        | 3                 | 0        | 0         | 100                        | 0             | 0             | 0                | 0                | 0                 | 100                  | 2             | 4                    |                    |  |
|                      | GATWICK           | THOMAS COOK AIRLINES LTD       | C              | A        | 5                 | 0        | 0         | 80                         | 0             | 20            | 0                | 0                | 9                 | 100                  | 0             | 4                    |                    |  |
|                      | GATWICK           | THOMAS COOK AIRLINES LTD       | C              | D        | 6                 | 0        | 0         | 83                         | 17            | 0             | 0                | 0                | 10                | 80                   | 6             | 5                    |                    |  |
|                      | MANCHESTER        | THOMAS COOK AIRLINES LTD       | C              | A        | 6                 | 0        | 0         | 83                         | 0             | 0             | 17               | 0                | 14                | 83                   | 7             | 6                    |                    |  |
|                      | MANCHESTER        | THOMAS COOK AIRLINES LTD       | C              | D        | 7                 | 0        | 0         | 100                        | 0             | 0             | 0                | 0                | 0                 | 83                   | 4             | 6                    |                    |  |
| <b>TOTAL ANTALYA</b> |                   |                                |                |          | <b>70</b>         | <b>5</b> | <b>0</b>  | <b>80</b>                  | <b>10</b>     | <b>9</b>      | <b>1</b>         | <b>0</b>         | <b>0</b>          | <b>10</b>            | <b>63</b>     | <b>15</b>            | <b>15</b>          |  |
| ANTIGUA              |                   |                                |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                      | GATWICK           | BRITISH AIRWAYS PLC            | S              | A        | 13                | 0        | 0         | 100                        | 0             | 0             | 0                | 0                | 4                 | 0                    | 0             | 0                    |                    |  |
|                      | GATWICK           | BRITISH AIRWAYS PLC            | S              | D        | 13                | 0        | 0         | 92                         | 8             | 0             | 0                | 0                | 6                 | 0                    | 0             | 0                    |                    |  |
|                      | GATWICK           | FIRST CHOICE AIRWAYS LTD       | C              | D        | 4                 | 0        | 0         | 25                         | 50            | 0             | 25               | 0                | 28                | 50                   | 83            | 4                    |                    |  |
|                      | GATWICK           | VIRGIN ATLANTIC AIRWAYS LTD    | S              | A        | 9                 | 3        | 3         | 89                         | 0             | 0             | 0                | 11               | 161               | 100                  | 0             | 9                    |                    |  |
|                      | GATWICK           | VIRGIN ATLANTIC AIRWAYS LTD    | S              | D        | 13                | 0        | 0         | 46                         | 31            | 15            | 8                | 0                | 24                | 75                   | 13            | 8                    |                    |  |
| <b>TOTAL ANTIGUA</b> |                   |                                |                |          | <b>52</b>         | <b>3</b> | <b>3</b>  | <b>77</b>                  | <b>13</b>     | <b>4</b>      | <b>4</b>         | <b>0</b>         | <b>2</b>          | <b>38</b>            | <b>81</b>     | <b>21</b>            | <b>21</b>          |  |
| ANTWERP              |                   |                                |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                      | LONDON CITY       | VLM (BELGIUM)                  | S              | A        | 124               | 1        | 3         | 90                         | 6             | 2             | 2                | 0                | 7                 | 94                   | 4             | 119                  |                    |  |
|                      | LONDON CITY       | VLM (BELGIUM)                  | S              | D        | 126               | 0        | 1         | 87                         | 9             | 2             | 2                | 0                | 9                 | 95                   | 3             | 119                  |                    |  |
| <b>TOTAL ANTWERP</b> |                   |                                |                |          | <b>250</b>        | <b>2</b> | <b>4</b>  | <b>88</b>                  | <b>8</b>      | <b>2</b>      | <b>2</b>         | <b>0</b>         | <b>8</b>          | <b>91</b>            | <b>6</b>      | <b>6</b>             |                    |  |
| ARRECIFE             |                   |                                |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                      | GATWICK           | ASTRAEUS LTD                   | C              | A        | 4                 | 0        | 0         | 50                         | 25            | 25            | 0                | 0                | 18                | 100                  | 0             | 1                    |                    |  |
|                      | GATWICK           | ASTRAEUS LTD                   | C              | D        | 4                 | 0        | 0         | 75                         | 0             | 25            | 0                | 0                | 11                | 50                   | 52            | 2                    |                    |  |
|                      | EDINBURGH         | BMI BRITISH MIDLAND            | C              | A        | 4                 | 0        | 0         | 50                         | 50            | 0             | 0                | 0                | 13                | 0                    | 0             | 0                    |                    |  |
|                      | EDINBURGH         | BMI BRITISH MIDLAND            | C              | D        | 4                 | 0        | 0         | 25                         | 50            | 25            | 0                | 0                | 19                | 0                    | 0             | 0                    |                    |  |
|                      | BIRMINGHAM        | BRITANNIA AIRWAYS              | C              | A        | 8                 | 0        | 0         | 100                        | 0             | 0             | 0                | 0                | 4                 | 100                  | 3             | 5                    |                    |  |
|                      | BIRMINGHAM        | BRITANNIA AIRWAYS              | C              | D        | 8                 | 0        | 0         | 88                         | 13            | 0             | 0                | 0                | 9                 | 100                  | 1             | 5                    |                    |  |
|                      | GATWICK           | BRITANNIA AIRWAYS              | C              | A        | 13                | 0        | 0         | 92                         | 8             | 0             | 0                | 0                | 6                 | 85                   | 16            | 13                   |                    |  |
|                      | GATWICK           | BRITANNIA AIRWAYS              | C              | D        | 13                | 0        | 0         | 85                         | 15            | 0             | 0                | 0                | 6                 | 85                   | 12            | 13                   |                    |  |
|                      | GLASGOW           | BRITANNIA AIRWAYS              | C              | A        | 4                 | 0        | 0         | 100                        | 0             | 0             | 0                | 0                | 3                 | 100                  | 3             | 4                    |                    |  |
|                      | GLASGOW           | BRITANNIA AIRWAYS              | C              | D        | 4                 | 0        | 0         | 100                        | 0             | 0             | 0                | 0                | 1                 | 100                  | 6             | 4                    |                    |  |
|                      | LUTON             | BRITANNIA AIRWAYS              | C              | A        | 5                 | 0        | 0         | 100                        | 0             | 0             | 0                | 0                | 5                 | 80                   | 9             | 5                    |                    |  |
|                      | LUTON             | BRITANNIA AIRWAYS              | C              | D        | 4                 | 0        | 0         | 100                        | 0             | 0             | 0                | 0                | 4                 | 100                  | 1             | 5                    |                    |  |
|                      | MANCHESTER        | BRITANNIA AIRWAYS              | C              | A        | 13                | 0        | 0         | 69                         | 15            | 0             | 15               | 0                | 19                | 89                   | 5             | 9                    |                    |  |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: A

| ORIGIN / DESTINATION | REPORTING AIRPORT | AIRLINE                  | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |          | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  |                   | MAR 2003             |               |                      |                    |         |           |
|----------------------|-------------------|--------------------------|----------------|----------|-------------------|----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|---------|-----------|
|                      |                   |                          |                |          | Actual (7)        | Plan (8) | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |         |           |
|                      |                   |                          |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    | MATCHED | UNMATCHED |
| ARRECIFE             |                   |                          |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |         |           |
|                      | MANCHESTER        | BRITANNIA AIRWAYS        | C              | D        | 13                | 0        | 0                          | 85            | 0             | 0                | 15               | 0                 | 0                    | 13            | 100                  | 0                  | 9       |           |
|                      | NEWCASTLE         | BRITANNIA AIRWAYS        | C              | A        | 5                 | 0        | 0                          | 80            | 20            | 0                | 0                | 0                 | 0                    | 5             | 100                  | 0                  | 4       |           |
|                      | NEWCASTLE         | BRITANNIA AIRWAYS        | C              | D        | 5                 | 0        | 0                          | 80            | 0             | 20               | 0                | 0                 | 0                    | 8             | 100                  | 1                  | 4       |           |
|                      | STANSTED          | BRITANNIA AIRWAYS        | C              | A        | 5                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 1             | 100                  | 2                  | 4       |           |
|                      | STANSTED          | BRITANNIA AIRWAYS        | C              | D        | 5                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 3             | 100                  | 4                  | 4       |           |
|                      | GATWICK           | EXCEL AIRWAYS LTD        | C              | A        | 8                 | 0        | 0                          | 75            | 0             | 13               | 13               | 0                 | 0                    | 14            | 75                   | 10                 | 12      |           |
|                      | GATWICK           | EXCEL AIRWAYS LTD        | C              | D        | 8                 | 0        | 0                          | 88            | 13            | 0                | 0                | 0                 | 0                    | 7             | 92                   | 3                  | 12      |           |
|                      | MANCHESTER        | EXCEL AIRWAYS LTD        | C              | A        | 4                 | 0        | 0                          | 25            | 25            | 25               | 25               | 0                 | 0                    | 55            | 0                    | 0                  | 0       |           |
|                      | MANCHESTER        | EXCEL AIRWAYS LTD        | C              | D        | 4                 | 0        | 0                          | 50            | 25            | 0                | 25               | 0                 | 0                    | 28            | 0                    | 0                  | 0       |           |
|                      | BIRMINGHAM        | FIRST CHOICE AIRWAYS LTD | C              | A        | 4                 | 1        | 0                          | 75            | 25            | 0                | 0                | 0                 | 0                    | 10            | 100                  | 5                  | 4       |           |
|                      | BIRMINGHAM        | FIRST CHOICE AIRWAYS LTD | C              | D        | 4                 | 0        | 0                          | 50            | 25            | 25               | 0                | 0                 | 0                    | 15            | 100                  | 3                  | 4       |           |
|                      | GATWICK           | FIRST CHOICE AIRWAYS LTD | C              | A        | 23                | 0        | 0                          | 78            | 13            | 9                | 0                | 0                 | 0                    | 7             | 82                   | 15                 | 22      |           |
|                      | GATWICK           | FIRST CHOICE AIRWAYS LTD | C              | D        | 22                | 0        | 0                          | 91            | 5             | 5                | 0                | 0                 | 0                    | 6             | 91                   | 10                 | 22      |           |
|                      | GLASGOW           | FIRST CHOICE AIRWAYS LTD | C              | A        | 4                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 0             | 75                   | 5                  | 4       |           |
|                      | GLASGOW           | FIRST CHOICE AIRWAYS LTD | C              | D        | 4                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 3             | 100                  | 3                  | 4       |           |
|                      | LUTON             | FIRST CHOICE AIRWAYS LTD | C              | A        | 4                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 0             | 0                    | 0                  | 0       |           |
|                      | LUTON             | FIRST CHOICE AIRWAYS LTD | C              | D        | 4                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 1             | 0                    | 0                  | 0       |           |
|                      | MANCHESTER        | FIRST CHOICE AIRWAYS LTD | C              | A        | 21                | 1        | 0                          | 71            | 0             | 24               | 5                | 0                 | 0                    | 15            | 64                   | 20                 | 22      |           |
|                      | MANCHESTER        | FIRST CHOICE AIRWAYS LTD | C              | D        | 22                | 0        | 0                          | 77            | 5             | 18               | 0                | 0                 | 0                    | 12            | 95                   | 4                  | 22      |           |
|                      | STANSTED          | FIRST CHOICE AIRWAYS LTD | C              | A        | 4                 | 0        | 0                          | 75            | 25            | 0                | 0                | 0                 | 0                    | 10            | 75                   | 8                  | 4       |           |
|                      | STANSTED          | FIRST CHOICE AIRWAYS LTD | C              | D        | 4                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 5             | 100                  | 2                  | 4       |           |
|                      | GATWICK           | GB AIRWAYS LTD           | S              | A        | 17                | 0        | 0                          | 65            | 12            | 18               | 6                | 0                 | 0                    | 21            | 54                   | 35                 | 13      |           |
|                      | GATWICK           | GB AIRWAYS LTD           | S              | D        | 17                | 0        | 0                          | 71            | 12            | 12               | 6                | 0                 | 0                    | 16            | 85                   | 31                 | 13      |           |
|                      | MANCHESTER        | ICELANDAIR               | C              | A        | 4                 | 0        | 0                          | 25            | 0             | 25               | 50               | 0                 | 0                    | 73            | 0                    | 0                  | 0       |           |
|                      | MANCHESTER        | ICELANDAIR               | C              | D        | 4                 | 0        | 0                          | 25            | 25            | 0                | 50               | 0                 | 0                    | 47            | 0                    | 0                  | 0       |           |
|                      | BIRMINGHAM        | MONARCH AIRLINES         | C              | A        | 4                 | 0        | 0                          | 75            | 25            | 0                | 0                | 0                 | 0                    | 6             | 100                  | 3                  | 4       |           |
|                      | BIRMINGHAM        | MONARCH AIRLINES         | C              | D        | 4                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 4             | 100                  | 3                  | 4       |           |
|                      | GATWICK           | MONARCH AIRLINES         | C              | A        | 13                | 0        | 0                          | 46            | 31            | 15               | 8                | 0                 | 0                    | 28            | 77                   | 11                 | 13      |           |
|                      | GATWICK           | MONARCH AIRLINES         | C              | D        | 13                | 0        | 0                          | 62            | 15            | 15               | 8                | 0                 | 0                    | 23            | 77                   | 9                  | 13      |           |
|                      | LUTON             | MONARCH AIRLINES         | C              | A        | 4                 | 0        | 0                          | 75            | 0             | 0                | 25               | 0                 | 0                    | 33            | 75                   | 277                | 4       |           |
|                      | LUTON             | MONARCH AIRLINES         | C              | D        | 4                 | 0        | 0                          | 75            | 0             | 0                | 25               | 0                 | 0                    | 31            | 100                  | 1                  | 4       |           |
|                      | MANCHESTER        | MONARCH AIRLINES         | C              | A        | 4                 | 0        | 0                          | 25            | 0             | 25               | 0                | 25                | 25                   | 213           | 75                   | 7                  | 4       |           |
|                      | MANCHESTER        | MONARCH AIRLINES         | C              | D        | 4                 | 0        | 0                          | 75            | 0             | 0                | 0                | 25                | 0                    | 69            | 100                  | 4                  | 4       |           |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: A

| ORIGIN / DESTINATION    | REPORTING AIRPORT | AIRLINE                  | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         | MAR 2003                   |                     |                            |                          |           |
|-------------------------|-------------------|--------------------------|-------------------|-------------|-------------------|----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|-----------|
|                         |                   |                          |                   |             | Actual<br>(7)     | Plan (8) | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |           |
|                         |                   |                          |                   |             |                   |          |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          | MATCHED   |
| ARRECIFE                | BIRMINGHAM        | MY TRAVEL AIRWAYS UK     | C                 | A           | 5                 | 0        | 0                          | 80               | 20               | 0                      | 0                      | 0                       | 0                          | 6                   | 67                         | 17                       | 9         |
|                         | BIRMINGHAM        | MY TRAVEL AIRWAYS UK     | C                 | D           | 5                 | 0        | 0                          | 20               | 80               | 0                      | 0                      | 0                       | 0                          | 20                  | 78                         | 18                       | 9         |
|                         | GATWICK           | MY TRAVEL AIRWAYS UK     | C                 | A           | 9                 | 0        | 0                          | 67               | 22               | 0                      | 11                     | 0                       | 0                          | 17                  | 89                         | 10                       | 9         |
|                         | GATWICK           | MY TRAVEL AIRWAYS UK     | C                 | D           | 9                 | 0        | 0                          | 78               | 11               | 0                      | 11                     | 0                       | 0                          | 14                  | 89                         | 8                        | 9         |
|                         | GLASGOW           | MY TRAVEL AIRWAYS UK     | C                 | A           | 4                 | 0        | 0                          | 50               | 0                | 50                     | 0                      | 0                       | 0                          | 20                  | 50                         | 15                       | 4         |
|                         | GLASGOW           | MY TRAVEL AIRWAYS UK     | C                 | D           | 4                 | 0        | 0                          | 75               | 25               | 0                      | 0                      | 0                       | 0                          | 4                   | 100                        | 8                        | 4         |
|                         | MANCHESTER        | MY TRAVEL AIRWAYS UK     | C                 | A           | 9                 | 0        | 0                          | 67               | 11               | 22                     | 0                      | 0                       | 0                          | 10                  | 63                         | 37                       | 8         |
|                         | MANCHESTER        | MY TRAVEL AIRWAYS UK     | C                 | D           | 9                 | 0        | 0                          | 89               | 0                | 11                     | 0                      | 0                       | 0                          | 4                   | 67                         | 45                       | 9         |
|                         | NEWCASTLE         | MY TRAVEL AIRWAYS UK     | C                 | A           | 4                 | 0        | 0                          | 50               | 50               | 0                      | 0                      | 0                       | 0                          | 12                  | 0                          | 0                        | 0         |
|                         | NEWCASTLE         | MY TRAVEL AIRWAYS UK     | C                 | D           | 4                 | 0        | 0                          | 50               | 25               | 0                      | 25                     | 0                       | 0                          | 33                  | 0                          | 0                        | 0         |
|                         | STANSTED          | MY TRAVEL AIRWAYS UK     | C                 | A           | 5                 | 0        | 0                          | 40               | 20               | 20                     | 0                      | 0                       | 20                         | 115                 | 100                        | 3                        | 5         |
|                         | STANSTED          | MY TRAVEL AIRWAYS UK     | C                 | D           | 5                 | 0        | 0                          | 100              | 0                | 0                      | 0                      | 0                       | 0                          | 4                   | 100                        | 2                        | 5         |
|                         | BIRMINGHAM        | THOMAS COOK AIRLINES LTD | C                 | A           | 4                 | 0        | 0                          | 100              | 0                | 0                      | 0                      | 0                       | 0                          | 0                   | 75                         | 34                       | 4         |
|                         | BIRMINGHAM        | THOMAS COOK AIRLINES LTD | C                 | D           | 4                 | 0        | 0                          | 100              | 0                | 0                      | 0                      | 0                       | 0                          | 2                   | 100                        | 1                        | 4         |
|                         | GATWICK           | THOMAS COOK AIRLINES LTD | C                 | A           | 13                | 0        | 0                          | 46               | 31               | 15                     | 0                      | 8                       | 0                          | 35                  | 100                        | 1                        | 14        |
|                         | GATWICK           | THOMAS COOK AIRLINES LTD | C                 | D           | 12                | 0        | 0                          | 67               | 8                | 17                     | 0                      | 8                       | 0                          | 41                  | 76                         | 9                        | 17        |
|                         | GLASGOW           | THOMAS COOK AIRLINES LTD | C                 | A           | 8                 | 0        | 0                          | 63               | 13               | 13                     | 13                     | 0                       | 0                          | 24                  | 100                        | 1                        | 8         |
|                         | GLASGOW           | THOMAS COOK AIRLINES LTD | C                 | D           | 8                 | 0        | 0                          | 75               | 0                | 13                     | 13                     | 0                       | 0                          | 17                  | 50                         | 29                       | 8         |
|                         | MANCHESTER        | THOMAS COOK AIRLINES LTD | C                 | A           | 12                | 0        | 0                          | 83               | 0                | 8                      | 8                      | 0                       | 0                          | 18                  | 88                         | 7                        | 16        |
|                         | MANCHESTER        | THOMAS COOK AIRLINES LTD | C                 | D           | 12                | 0        | 0                          | 83               | 8                | 0                      | 8                      | 0                       | 0                          | 10                  | 88                         | 9                        | 16        |
|                         | NEWCASTLE         | THOMAS COOK AIRLINES LTD | C                 | A           | 4                 | 0        | 0                          | 50               | 50               | 0                      | 0                      | 0                       | 0                          | 12                  | 100                        | 0                        | 4         |
|                         | NEWCASTLE         | THOMAS COOK AIRLINES LTD | C                 | D           | 4                 | 0        | 0                          | 100              | 0                | 0                      | 0                      | 0                       | 0                          | 1                   | 100                        | 1                        | 4         |
|                         | STANSTED          | THOMAS COOK AIRLINES LTD | C                 | A           | 4                 | 0        | 0                          | 50               | 50               | 0                      | 0                      | 0                       | 0                          | 11                  | 100                        | 0                        | 4         |
|                         | STANSTED          | THOMAS COOK AIRLINES LTD | C                 | D           | 4                 | 0        | 0                          | 75               | 0                | 25                     | 0                      | 0                       | 0                          | 13                  | 75                         | 5                        | 4         |
| <b>TOTAL ARRECIFE</b>   |                   |                          |                   |             | <b>518</b>        | <b>2</b> | <b>0</b>                   | <b>74</b>        | <b>12</b>        | <b>8</b>               | <b>5</b>               | <b>1</b>                | <b>0</b>                   | <b>17</b>           | <b>84</b>                  | <b>13</b>                | <b>13</b> |
| ARVIDSJAUR              | GATWICK           | ASTRAEUS LTD             | C                 | A           | 2                 | 0        | 0                          | 100              | 0                | 0                      | 0                      | 0                       | 0                          | 0                   | 0                          | 0                        | 0         |
|                         | GATWICK           | ASTRAEUS LTD             | C                 | D           | 2                 | 0        | 0                          | 100              | 0                | 0                      | 0                      | 0                       | 0                          | 7                   | 0                          | 0                        | 0         |
| <b>TOTAL ARVIDSJAUR</b> |                   |                          |                   |             | <b>4</b>          | <b>0</b> | <b>0</b>                   | <b>100</b>       | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>0</b>                   | <b>4</b>            | <b>0</b>                   | <b>0</b>                 | <b>0</b>  |
| ASHKHABAD               | BIRMINGHAM        | TURKMENISTAN AIRLINES    | S                 | A           | 26                | 0        | 0                          | 46               | 8                | 19                     | 23                     | 4                       | 0                          | 43                  | 82                         | 8                        | 17        |
|                         | BIRMINGHAM        | TURKMENISTAN AIRLINES    | S                 | D           | 26                | 0        | 0                          | 38               | 23               | 19                     | 15                     | 4                       | 0                          | 40                  | 76                         | 9                        | 17        |
|                         | HEATHROW          | TURKMENISTAN AIRLINES    | S                 | A           | 9                 | 0        | 0                          | 11               | 22               | 11                     | 56                     | 0                       | 0                          | 71                  | 44                         | 33                       | 9         |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: A

| ORIGIN / DESTINATION   | REPORTING AIRPORT | AIRLINE                     | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |          | PERCENTAGE OF FLIGHTS LATE |           |                  |               |               |                  | MAR 2003         |                   |                      |               |                      |                    |  |
|------------------------|-------------------|-----------------------------|----------------|----------|-------------------|----------|----------------------------|-----------|------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|--|
|                        |                   |                             |                |          | MATCHED           |          | UNMATCHED                  |           | Early to 15 mins | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |  |
|                        |                   |                             |                |          | Actual (7)        | Plan (8) | Actual (7)                 | Plan (8)  |                  |               |               |                  |                  |                   |                      |               |                      |                    |  |
| ASHKHABAD              |                   |                             |                |          |                   |          |                            |           |                  |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                        | HEATHROW          | TURKMENISTAN AIRLINES       |                | S D      | 9                 | 0        | 0                          | 22        | 33               | 33            | 11            | 0                | 0                | 34                | 67                   | 13            | 9                    |                    |  |
| <b>TOTAL ASHKHABAD</b> |                   |                             |                |          | <b>70</b>         | <b>0</b> | <b>0</b>                   | <b>36</b> | <b>19</b>        | <b>20</b>     | <b>23</b>     | <b>3</b>         | <b>0</b>         | <b>45</b>         | <b>71</b>            | <b>14</b>     | <b>14</b>            |                    |  |
| ASTURIAS               |                   |                             |                |          |                   |          |                            |           |                  |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                        | GATWICK           | AIR NOSTRUM                 |                | S A      | 13                | 0        | 0                          | 77        | 0                | 23            | 0             | 0                | 0                | 11                | 85                   | 11            | 13                   |                    |  |
|                        | GATWICK           | AIR NOSTRUM                 |                | S D      | 13                | 0        | 0                          | 77        | 15               | 8             | 0             | 0                | 0                | 9                 | 85                   | 8             | 13                   |                    |  |
| <b>TOTAL ASTURIAS</b>  |                   |                             |                |          | <b>26</b>         | <b>0</b> | <b>0</b>                   | <b>77</b> | <b>8</b>         | <b>15</b>     | <b>0</b>      | <b>0</b>         | <b>0</b>         | <b>10</b>         | <b>85</b>            | <b>10</b>     | <b>10</b>            |                    |  |
| ASWAN                  |                   |                             |                |          |                   |          |                            |           |                  |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                        | GATWICK           | ASTRAEUS LTD                |                | C A      | 5                 | 0        | 0                          | 60        | 20               | 20            | 0             | 0                | 0                | 15                | 80                   | 6             | 5                    |                    |  |
|                        | GATWICK           | ASTRAEUS LTD                |                | C D      | 5                 | 0        | 0                          | 80        | 20               | 0             | 0             | 0                | 0                | 7                 | 60                   | 11            | 5                    |                    |  |
| <b>TOTAL ASWAN</b>     |                   |                             |                |          | <b>10</b>         | <b>0</b> | <b>0</b>                   | <b>70</b> | <b>20</b>        | <b>10</b>     | <b>0</b>      | <b>0</b>         | <b>0</b>         | <b>11</b>         | <b>70</b>            | <b>9</b>      | <b>9</b>             |                    |  |
| ATHENS                 |                   |                             |                |          |                   |          |                            |           |                  |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                        | MANCHESTER        | AEGEAN AIRLINES             |                | C A      | 2                 | 0        | 0                          | 0         | 50               | 50            | 0             | 0                | 0                | 33                | 0                    | 0             | 0                    |                    |  |
|                        | MANCHESTER        | AEGEAN AIRLINES             |                | C D      | 2                 | 0        | 0                          | 50        | 50               | 0             | 0             | 0                | 0                | 15                | 0                    | 0             | 0                    |                    |  |
|                        | HEATHROW          | BRITISH AIRWAYS PLC         |                | S A      | 89                | 0        | 1                          | 82        | 8                | 7             | 3             | 0                | 0                | 9                 | 87                   | 8             | 93                   |                    |  |
|                        | HEATHROW          | BRITISH AIRWAYS PLC         |                | S D      | 90                | 0        | 0                          | 74        | 19               | 4             | 1             | 0                | 1                | 14                | 76                   | 11            | 93                   |                    |  |
|                        | GATWICK           | EASYJET AIRLINE COMPANY LTD |                | S A      | 31                | 0        | 0                          | 87        | 13               | 0             | 0             | 0                | 0                | 7                 | 81                   | 10            | 31                   |                    |  |
|                        | GATWICK           | EASYJET AIRLINE COMPANY LTD |                | S D      | 31                | 0        | 0                          | 84        | 16               | 0             | 0             | 0                | 0                | 7                 | 77                   | 15            | 31                   |                    |  |
|                        | LUTON             | EASYJET AIRLINE COMPANY LTD |                | S A      | 62                | 0        | 0                          | 97        | 0                | 2             | 2             | 0                | 0                | 3                 | 90                   | 5             | 62                   |                    |  |
|                        | LUTON             | EASYJET AIRLINE COMPANY LTD |                | S D      | 62                | 0        | 0                          | 92        | 6                | 2             | 0             | 0                | 0                | 5                 | 69                   | 13            | 62                   |                    |  |
|                        | GATWICK           | HELLAS JET                  |                | S A      | 27                | 0        | 1                          | 85        | 7                | 7             | 0             | 0                | 0                | 7                 | 0                    | 0             | 0                    |                    |  |
|                        | GATWICK           | HELLAS JET                  |                | S D      | 27                | 0        | 1                          | 63        | 7                | 19            | 11            | 0                | 0                | 21                | 0                    | 0             | 0                    |                    |  |
|                        | HEATHROW          | HELLAS JET                  |                | S A      | 31                | 0        | 0                          | 77        | 13               | 6             | 3             | 0                | 0                | 12                | 0                    | 0             | 0                    |                    |  |
|                        | HEATHROW          | HELLAS JET                  |                | S D      | 31                | 0        | 0                          | 84        | 10               | 6             | 0             | 0                | 0                | 7                 | 0                    | 0             | 0                    |                    |  |
|                        | GATWICK           | MONARCH AIRLINES            |                | C A      | 2                 | 0        | 0                          | 0         | 50               | 0             | 0             | 0                | 50               | 339               | 0                    | 0             | 0                    |                    |  |
|                        | MANCHESTER        | MONARCH AIRLINES            |                | C A      | 2                 | 0        | 0                          | 0         | 0                | 100           | 0             | 0                | 0                | 38                | 0                    | 0             | 0                    |                    |  |
|                        | HEATHROW          | OLYMPIC AIRWAYS             |                | S A      | 72                | 0        | 0                          | 58        | 21               | 15            | 6             | 0                | 0                | 18                | 77                   | 8             | 74                   |                    |  |
|                        | HEATHROW          | OLYMPIC AIRWAYS             |                | S D      | 72                | 0        | 0                          | 64        | 17               | 17            | 3             | 0                | 0                | 15                | 84                   | 7             | 74                   |                    |  |
|                        | MANCHESTER        | OLYMPIC AIRWAYS             |                | S A      | 8                 | 0        | 0                          | 50        | 38               | 13            | 0             | 0                | 0                | 17                | 67                   | 13            | 9                    |                    |  |
|                        | MANCHESTER        | OLYMPIC AIRWAYS             |                | S D      | 8                 | 0        | 0                          | 38        | 38               | 25            | 0             | 0                | 0                | 21                | 56                   | 19            | 9                    |                    |  |
| <b>TOTAL ATHENS</b>    |                   |                             |                |          | <b>662</b>        | <b>3</b> | <b>3</b>                   | <b>75</b> | <b>13</b>        | <b>9</b>      | <b>3</b>      | <b>0</b>         | <b>0</b>         | <b>13</b>         | <b>80</b>            | <b>9</b>      | <b>9</b>             |                    |  |
| ATLANTA                |                   |                             |                |          |                   |          |                            |           |                  |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                        | GATWICK           | BRITISH AIRWAYS PLC         |                | S A      | 31                | 0        | 0                          | 81        | 6                | 13            | 0             | 0                | 0                | 9                 | 74                   | 14            | 31                   |                    |  |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: A

| ORIGIN / DESTINATION                | REPORTING AIRPORT | AIRLINE             | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |          | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  |                   | MAR 2003             |               |                      |                    |           |  |
|-------------------------------------|-------------------|---------------------|----------------|----------|-------------------|----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|-----------|--|
|                                     |                   |                     |                |          | MATCHED           |          | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |           |  |
|                                     |                   |                     |                |          | Actual (7)        | Plan (8) |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |  |
| ATLANTA                             |                   |                     |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |  |
|                                     | GATWICK           | BRITISH AIRWAYS PLC | S              | D        | 31                | 0        | 0                          | 87            | 6             | 3                | 3                | 0                 | 0                    | 9             | 94                   | 4                  | 31        |  |
|                                     | GATWICK           | DELTA AIRLINES      | S              | A        | 61                | 0        | 2                          | 44            | 23            | 28               | 5                | 0                 | 0                    | 23            | 58                   | 16                 | 71        |  |
|                                     | GATWICK           | DELTA AIRLINES      | S              | D        | 61                | 0        | 2                          | 74            | 13            | 13               | 0                | 0                 | 0                    | 12            | 92                   | 7                  | 71        |  |
|                                     | MANCHESTER        | DELTA AIRLINES      | S              | A        | 31                | 0        | 0                          | 61            | 23            | 10               | 6                | 0                 | 0                    | 20            | 77                   | 12                 | 31        |  |
|                                     | MANCHESTER        | DELTA AIRLINES      | S              | D        | 31                | 0        | 0                          | 84            | 10            | 0                | 6                | 0                 | 0                    | 10            | 94                   | 5                  | 31        |  |
| <b>TOTAL ATLANTA</b>                |                   |                     |                |          | <b>246</b>        | <b>0</b> | <b>4</b>                   | <b>69</b>     | <b>15</b>     | <b>13</b>        | <b>3</b>         | <b>0</b>          | <b>0</b>             | <b>15</b>     | <b>79</b>            | <b>10</b>          | <b>10</b> |  |
| AUCKLAND INTERNATIONAL              |                   |                     |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |  |
|                                     | HEATHROW          | AIR NEW ZEALAND LTD | S              | A        | 31                | 0        | 0                          | 68            | 13            | 16               | 3                | 0                 | 0                    | 13            | 58                   | 27                 | 31        |  |
|                                     | HEATHROW          | AIR NEW ZEALAND LTD | S              | D        | 31                | 0        | 0                          | 77            | 19            | 0                | 3                | 0                 | 0                    | 14            | 87                   | 6                  | 31        |  |
| <b>TOTAL AUCKLAND INTERNATIONAL</b> |                   |                     |                |          | <b>62</b>         | <b>0</b> | <b>0</b>                   | <b>73</b>     | <b>16</b>     | <b>8</b>         | <b>3</b>         | <b>0</b>          | <b>0</b>             | <b>13</b>     | <b>73</b>            | <b>17</b>          | <b>17</b> |  |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: B

| ORIGIN / DESTINATION             | REPORTING AIRPORT | AIRLINE                       | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  |                   |                      | MAR 2003      |                      |                    |  |
|----------------------------------|-------------------|-------------------------------|----------------|----------|-------------------|----------|-----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|--|
|                                  |                   |                               |                |          | MATCHED           |          | UNMATCHED | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |  |
|                                  |                   |                               |                |          | Actual (7)        | Plan (8) |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
| BAHRAIN                          |                   |                               |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                                  | HEATHROW          | GULF AIR                      |                | S A      | 34                | 0        | 0         | 71                         | 18            | 6             | 3                | 0                | 3                 | 24                   | 78            | 10                   | 41                 |  |
|                                  | HEATHROW          | GULF AIR                      |                | S D      | 32                | 0        | 0         | 63                         | 25            | 6             | 0                | 0                | 6                 | 50                   | 100           | 1                    | 41                 |  |
| <b>TOTAL BAHRAIN</b>             |                   |                               |                |          | <b>67</b>         | <b>1</b> | <b>0</b>  | <b>67</b>                  | <b>21</b>     | <b>6</b>      | <b>1</b>         | <b>0</b>         | <b>4</b>          | <b>36</b>            | <b>89</b>     | <b>5</b>             | <b>5</b>           |  |
| BAKU                             |                   |                               |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                                  | GATWICK           | AZERBAIJAN AIRLINES ( AZAL )  |                | S A      | 9                 | 0        | 0         | 67                         | 33            | 0             | 0                | 0                | 0                 | 13                   | 89            | 7                    | 9                  |  |
|                                  | GATWICK           | AZERBAIJAN AIRLINES ( AZAL )  |                | S D      | 9                 | 0        | 0         | 100                        | 0             | 0             | 0                | 0                | 0                 | 1                    | 89            | 5                    | 9                  |  |
|                                  | HEATHROW          | BRITISH MEDITERRANEAN AIRWAYS |                | S A      | 4                 | 0        | 0         | 100                        | 0             | 0             | 0                | 0                | 0                 | 2                    | 100           | 0                    | 3                  |  |
|                                  | HEATHROW          | BRITISH MEDITERRANEAN AIRWAYS |                | S D      | 6                 | 1        | 0         | 33                         | 17            | 17            | 33               | 0                | 0                 | 45                   | 50            | 60                   | 8                  |  |
| <b>TOTAL BAKU</b>                |                   |                               |                |          | <b>28</b>         | <b>1</b> | <b>0</b>  | <b>75</b>                  | <b>14</b>     | <b>4</b>      | <b>7</b>         | <b>0</b>         | <b>0</b>          | <b>15</b>            | <b>79</b>     | <b>20</b>            | <b>20</b>          |  |
| BALI INTERNATIONAL               |                   |                               |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
| BALTIMORE                        |                   |                               |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                                  | HEATHROW          | BRITISH AIRWAYS PLC           |                | S A      | 31                | 0        | 0         | 84                         | 6             | 10            | 0                | 0                | 0                 | 7                    | 100           | 0                    | 31                 |  |
|                                  | HEATHROW          | BRITISH AIRWAYS PLC           |                | S D      | 31                | 0        | 0         | 58                         | 13            | 29            | 0                | 0                | 0                 | 18                   | 74            | 13                   | 31                 |  |
| <b>TOTAL BALTIMORE</b>           |                   |                               |                |          | <b>62</b>         | <b>0</b> | <b>0</b>  | <b>71</b>                  | <b>10</b>     | <b>19</b>     | <b>0</b>         | <b>0</b>         | <b>0</b>          | <b>12</b>            | <b>87</b>     | <b>7</b>             | <b>7</b>           |  |
| BANDAR SERI BEGAWAN              |                   |                               |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                                  | HEATHROW          | ROYAL BRUNEI AIRLINES         |                | S A      | 30                | 0        | 0         | 27                         | 20            | 23            | 20               | 0                | 10                | 85                   | 29            | 69                   | 31                 |  |
|                                  | HEATHROW          | ROYAL BRUNEI AIRLINES         |                | S D      | 30                | 0        | 0         | 53                         | 23            | 13            | 0                | 7                | 3                 | 52                   | 81            | 21                   | 31                 |  |
| <b>TOTAL BANDAR SERI BEGAWAN</b> |                   |                               |                |          | <b>60</b>         | <b>0</b> | <b>0</b>  | <b>40</b>                  | <b>22</b>     | <b>18</b>     | <b>10</b>        | <b>3</b>         | <b>7</b>          | <b>69</b>            | <b>55</b>     | <b>45</b>            | <b>45</b>          |  |
| BANGKOK                          |                   |                               |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                                  | HEATHROW          | THAI AIRWAYS INTERNATIONAL    |                | S A      | 54                | 0        | 0         | 78                         | 17            | 6             | 0                | 0                | 0                 | 9                    | 39            | 23                   | 49                 |  |
|                                  | HEATHROW          | THAI AIRWAYS INTERNATIONAL    |                | S D      | 54                | 0        | 0         | 80                         | 15            | 6             | 0                | 0                | 0                 | 8                    | 59            | 19                   | 49                 |  |
| <b>TOTAL BANGKOK</b>             |                   |                               |                |          | <b>108</b>        | <b>0</b> | <b>0</b>  | <b>79</b>                  | <b>16</b>     | <b>6</b>      | <b>0</b>         | <b>0</b>         | <b>0</b>          | <b>9</b>             | <b>49</b>     | <b>21</b>            | <b>21</b>          |  |
| BANJUL                           |                   |                               |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                                  | GLASGOW           | ASTRAEUS LTD                  |                | C A      | 4                 | 0        | 0         | 75                         | 25            | 0             | 0                | 0                | 0                 | 7                    | 0             | 0                    | 0                  |  |
|                                  | GLASGOW           | ASTRAEUS LTD                  |                | C D      | 4                 | 0        | 0         | 100                        | 0             | 0             | 0                | 0                | 0                 | 0                    | 0             | 0                    | 0                  |  |
|                                  | GATWICK           | FIRST CHOICE AIRWAYS LTD      |                | C A      | 4                 | 0        | 0         | 25                         | 25            | 50            | 0                | 0                | 0                 | 27                   | 0             | 31                   | 4                  |  |
|                                  | GATWICK           | FIRST CHOICE AIRWAYS LTD      |                | C D      | 4                 | 0        | 0         | 100                        | 0             | 0             | 0                | 0                | 0                 | 8                    | 100           | 9                    | 4                  |  |
|                                  | MANCHESTER        | FIRST CHOICE AIRWAYS LTD      |                | C A      | 4                 | 0        | 0         | 0                          | 25            | 75            | 0                | 0                | 0                 | 33                   | 0             | 60                   | 4                  |  |
|                                  | MANCHESTER        | FIRST CHOICE AIRWAYS LTD      |                | C D      | 4                 | 0        | 0         | 75                         | 0             | 25            | 0                | 0                | 0                 | 12                   | 100           | 1                    | 4                  |  |
|                                  | GATWICK           | GAMBIA INTERNATIONAL AIRWAYS  |                | S A      | 4                 | 0        | 0         | 75                         | 25            | 0             | 0                | 0                | 0                 | 11                   | 0             | 0                    | 0                  |  |



## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: B

| ORIGIN / DESTINATION | REPORTING AIRPORT | AIRLINE                         | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |          |                  | PERCENTAGE OF FLIGHTS LATE |               |                  |                  |                   |                      | MAR 2003      |                      |                    |           |
|----------------------|-------------------|---------------------------------|----------------|----------|-------------------|----------|------------------|----------------------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|-----------|
|                      |                   |                                 |                |          | Actual (7)        | Plan (8) | Early to 15 mins | 16 to 30 mins              | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |           |
|                      |                   |                                 |                |          |                   |          |                  |                            |               |                  |                  |                   |                      |               |                      |                    | MATCHED   |
| BANJUL               | GATWICK           | GAMBIA INTERNATIONAL AIRWAYS    |                | S D      | 4                 | 0        | 0                | 25                         | 0             | 75               | 0                | 0                 | 0                    | 35            | 0                    | 0                  | 0         |
|                      | GATWICK           | MONARCH AIRLINES                |                | C A      | 9                 | 0        | 0                | 22                         | 0             | 33               | 44               | 0                 | 0                    | 56            | 20                   | 46                 | 5         |
|                      | GATWICK           | MONARCH AIRLINES                |                | C D      | 9                 | 0        | 0                | 33                         | 33            | 22               | 11               | 0                 | 0                    | 29            | 60                   | 19                 | 5         |
|                      | GATWICK           | MY TRAVEL AIRWAYS UK            |                | C A      | 4                 | 0        | 0                | 75                         | 0             | 0                | 25               | 0                 | 0                    | 26            | 0                    | 94                 | 4         |
|                      | GATWICK           | MY TRAVEL AIRWAYS UK            |                | C D      | 4                 | 0        | 0                | 75                         | 0             | 25               | 0                | 0                 | 0                    | 16            | 25                   | 56                 | 4         |
|                      | MANCHESTER        | MY TRAVEL AIRWAYS UK            |                | C A      | 4                 | 0        | 0                | 75                         | 0             | 0                | 25               | 0                 | 0                    | 19            | 50                   | 38                 | 4         |
|                      | MANCHESTER        | MY TRAVEL AIRWAYS UK            |                | C D      | 4                 | 0        | 0                | 100                        | 0             | 0                | 0                | 0                 | 0                    | 4             | 25                   | 47                 | 4         |
|                      | GATWICK           | THOMAS COOK AIRLINES LTD        |                | C A      | 4                 | 0        | 0                | 50                         | 50            | 0                | 0                | 0                 | 0                    | 13            | 75                   | 18                 | 4         |
|                      | GATWICK           | THOMAS COOK AIRLINES LTD        |                | C D      | 4                 | 0        | 0                | 50                         | 50            | 0                | 0                | 0                 | 0                    | 16            | 75                   | 11                 | 4         |
|                      | MANCHESTER        | THOMAS COOK AIRLINES LTD        |                | C A      | 5                 | 0        | 0                | 80                         | 0             | 20               | 0                | 0                 | 0                    | 11            | 25                   | 26                 | 4         |
|                      | MANCHESTER        | THOMAS COOK AIRLINES LTD        |                | C D      | 5                 | 0        | 0                | 80                         | 20            | 0                | 0                | 0                 | 0                    | 5             | 75                   | 4                  | 4         |
| <b>TOTAL BANJUL</b>  |                   |                                 |                |          | <b>84</b>         | <b>0</b> | <b>0</b>         | <b>58</b>                  | <b>14</b>     | <b>19</b>        | <b>8</b>         | <b>0</b>          | <b>0</b>             | <b>21</b>     | <b>51</b>            | <b>42</b>          | <b>42</b> |
| BARCELONA            | GLASGOW           | AIR ATLANTA EUROPE LTD          |                | C A      | 2                 | 0        | 0                | 50                         | 0             | 50               | 0                | 0                 | 0                    | 27            | 0                    | 0                  | 0         |
|                      | GLASGOW           | AIR ATLANTA EUROPE LTD          |                | C D      | 2                 | 0        | 0                | 0                          | 50            | 50               | 0                | 0                 | 0                    | 35            | 0                    | 0                  | 0         |
|                      | MANCHESTER        | BMI BRITISH MIDLAND             |                | S A      | 10                | 0        | 0                | 30                         | 30            | 30               | 10               | 0                 | 0                    | 32            | 0                    | 0                  | 0         |
|                      | MANCHESTER        | BMI BRITISH MIDLAND             |                | S D      | 10                | 0        | 0                | 70                         | 0             | 20               | 10               | 0                 | 0                    | 17            | 0                    | 0                  | 0         |
|                      | MANCHESTER        | BMIBABY LTD                     |                | S A      | 17                | 0        | 0                | 29                         | 24            | 24               | 18               | 6                 | 0                    | 49            | 0                    | 0                  | 0         |
|                      | MANCHESTER        | BMIBABY LTD                     |                | S D      | 17                | 0        | 0                | 71                         | 12            | 6                | 6                | 6                 | 0                    | 28            | 0                    | 0                  | 0         |
|                      | GLASGOW           | BRITANNIA AIRWAYS               |                | C A      | 3                 | 0        | 0                | 0                          | 0             | 33               | 67               | 0                 | 0                    | 62            | 0                    | 0                  | 0         |
|                      | GLASGOW           | BRITANNIA AIRWAYS               |                | C D      | 2                 | 1        | 0                | 50                         | 0             | 50               | 0                | 0                 | 0                    | 25            | 0                    | 0                  | 0         |
|                      | BIRMINGHAM        | BRITISH AIRWAYS CITIEXPRESS LTD |                | S A      | 27                | 0        | 0                | 78                         | 4             | 7                | 11               | 0                 | 0                    | 18            | 0                    | 0                  | 0         |
|                      | BIRMINGHAM        | BRITISH AIRWAYS CITIEXPRESS LTD |                | S D      | 27                | 0        | 0                | 70                         | 7             | 4                | 19               | 0                 | 0                    | 21            | 0                    | 0                  | 0         |
|                      | GLASGOW           | BRITISH AIRWAYS CITIEXPRESS LTD |                | S A      | 23                | 0        | 0                | 78                         | 13            | 4                | 4                | 0                 | 0                    | 12            | 67                   | 23                 | 12        |
|                      | GLASGOW           | BRITISH AIRWAYS CITIEXPRESS LTD |                | S D      | 27                | 0        | 0                | 81                         | 7             | 7                | 4                | 0                 | 0                    | 10            | 92                   | 6                  | 12        |
|                      | GATWICK           | BRITISH AIRWAYS PLC             |                | S A      | 92                | 0        | 0                | 78                         | 11            | 8                | 3                | 0                 | 0                    | 11            | 86                   | 7                  | 93        |
|                      | GATWICK           | BRITISH AIRWAYS PLC             |                | S D      | 92                | 0        | 0                | 85                         | 12            | 2                | 1                | 0                 | 0                    | 7             | 86                   | 7                  | 93        |
|                      | HEATHROW          | BRITISH AIRWAYS PLC             |                | S A      | 124               | 0        | 0                | 59                         | 19            | 13               | 10               | 0                 | 0                    | 20            | 82                   | 8                  | 125       |
|                      | HEATHROW          | BRITISH AIRWAYS PLC             |                | S D      | 124               | 0        | 0                | 65                         | 21            | 10               | 5                | 0                 | 0                    | 16            | 74                   | 11                 | 125       |
|                      | GATWICK           | EASYJET AIRLINE COMPANY LTD     |                | S A      | 96                | 0        | 0                | 69                         | 19            | 6                | 6                | 0                 | 0                    | 13            | 76                   | 11                 | 94        |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: B

| ORIGIN / DESTINATION       | REPORTING AIRPORT | AIRLINE                     | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |          | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  |                   | MAR 2003             |               |                      |                    |           |
|----------------------------|-------------------|-----------------------------|----------------|----------|-------------------|----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|-----------|
|                            |                   |                             |                |          | Actual (7)        | Plan (8) | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |           |
|                            |                   |                             |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    | MATCHED   |
| BARCELONA                  | GATWICK           | EASYJET AIRLINE COMPANY LTD | S              | D        | 96                | 0        | 0                          | 78            | 11            | 7                | 3                | 0                 | 0                    | 12            | 70                   | 15                 | 93        |
|                            | LUTON             | EASYJET AIRLINE COMPANY LTD | S              | A        | 95                | 1        | 2                          | 82            | 9             | 4                | 3                | 0                 | 1                    | 13            | 85                   | 9                  | 98        |
|                            | LUTON             | EASYJET AIRLINE COMPANY LTD | S              | D        | 96                | 0        | 1                          | 77            | 10            | 9                | 3                | 0                 | 0                    | 12            | 85                   | 11                 | 98        |
|                            | NEWCASTLE         | EASYJET AIRLINE COMPANY LTD | S              | A        | 31                | 0        | 0                          | 68            | 10            | 10               | 10               | 3                 | 0                    | 27            | 0                    | 168                | 2         |
|                            | NEWCASTLE         | EASYJET AIRLINE COMPANY LTD | S              | D        | 31                | 0        | 0                          | 68            | 10            | 10               | 10               | 3                 | 0                    | 24            | 0                    | 155                | 2         |
|                            | STANSTED          | EASYJET AIRLINE COMPANY LTD | S              | A        | 62                | 0        | 0                          | 76            | 8             | 10               | 5                | 2                 | 0                    | 15            | 69                   | 19                 | 62        |
|                            | STANSTED          | EASYJET AIRLINE COMPANY LTD | S              | D        | 62                | 0        | 0                          | 74            | 8             | 10               | 5                | 3                 | 0                    | 21            | 52                   | 30                 | 62        |
|                            | GLASGOW           | EXCEL AIRWAYS LTD           | C              | A        | 2                 | 0        | 0                          | 0             | 0             | 0                | 100              | 0                 | 0                    | 71            | 0                    | 0                  | 0         |
|                            | GATWICK           | FIRST CHOICE AIRWAYS LTD    | C              | A        | 4                 | 0        | 0                          | 50            | 0             | 50               | 0                | 0                 | 0                    | 27            | 50                   | 36                 | 4         |
|                            | GATWICK           | FIRST CHOICE AIRWAYS LTD    | C              | D        | 3                 | 0        | 0                          | 67            | 33            | 0                | 0                | 0                 | 0                    | 11            | 100                  | 6                  | 4         |
|                            | MANCHESTER        | FIRST CHOICE AIRWAYS LTD    | C              | A        | 3                 | 0        | 0                          | 0             | 100           | 0                | 0                | 0                 | 0                    | 25            | 0                    | 57                 | 4         |
|                            | MANCHESTER        | FIRST CHOICE AIRWAYS LTD    | C              | D        | 3                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 67            | 7                    | 3                  |           |
|                            | GLASGOW           | GREECE AIRWAYS              | S              | A        | 15                | 0        | 0                          | 53            | 20            | 27               | 0                | 0                 | 0                    | 20            | 0                    | 0                  | 0         |
|                            | GLASGOW           | GREECE AIRWAYS              | S              | D        | 15                | 1        | 0                          | 80            | 7             | 7                | 7                | 0                 | 0                    | 13            | 0                    | 0                  | 0         |
|                            | HEATHROW          | IBERIA                      | S              | A        | 124               | 0        | 0                          | 59            | 16            | 15               | 10               | 0                 | 0                    | 22            | 81                   | 8                  | 124       |
|                            | HEATHROW          | IBERIA                      | S              | D        | 123               | 0        | 0                          | 71            | 11            | 10               | 7                | 1                 | 1                    | 20            | 90                   | 6                  | 123       |
|                            | MANCHESTER        | IBERIA                      | S              | A        | 31                | 0        | 0                          | 71            | 23            | 6                | 0                | 0                 | 0                    | 10            | 77                   | 10                 | 31        |
|                            | MANCHESTER        | IBERIA                      | S              | D        | 31                | 0        | 0                          | 87            | 10            | 3                | 0                | 0                 | 0                    | 6             | 90                   | 8                  | 31        |
|                            | GLASGOW           | MONARCH AIRLINES            | C              | A        | 4                 | 0        | 0                          | 0             | 0             | 25               | 75               | 0                 | 0                    | 84            | 0                    | 0                  | 0         |
|                            | GLASGOW           | MONARCH AIRLINES            | C              | D        | 4                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 7             | 0                    | 0                  | 0         |
|                            | MANCHESTER        | MONARCH AIRLINES            | S              | A        | 27                | 0        | 0                          | 74            | 11            | 15               | 0                | 0                 | 0                    | 12            | 0                    | 0                  | 0         |
|                            | MANCHESTER        | MONARCH AIRLINES            | S              | D        | 27                | 0        | 0                          | 93            | 4             | 4                | 0                | 0                 | 0                    | 5             | 0                    | 0                  | 0         |
|                            | BIRMINGHAM        | MY TRAVEL AIRWAYS UK        | S              | A        | 25                | 0        | 2                          | 72            | 8             | 12               | 8                | 0                 | 0                    | 20            | 100                  | 0                  | 2         |
|                            | BIRMINGHAM        | MY TRAVEL AIRWAYS UK        | S              | D        | 26                | 0        | 1                          | 77            | 12            | 4                | 4                | 4                 | 0                    | 18            | 100                  | 1                  | 2         |
|                            | GATWICK           | SPANAIR                     | C              | A        | 4                 | 0        | 0                          | 75            | 25            | 0                | 0                | 0                 | 0                    | 11            | 0                    | 0                  | 0         |
|                            | GATWICK           | SPANAIR                     | C              | D        | 4                 | 0        | 0                          | 0             | 25            | 50               | 25               | 0                 | 0                    | 52            | 0                    | 0                  | 0         |
| <b>TOTAL BARCELONA</b>     |                   |                             |                |          | <b>1658</b>       | <b>4</b> | <b>6</b>                   | <b>71</b>     | <b>13</b>     | <b>10</b>        | <b>6</b>         | <b>1</b>          | <b>0</b>             | <b>17</b>     | <b>79</b>            | <b>12</b>          | <b>12</b> |
| BARI (PALESE)              | STANSTED          | RYANAIR                     | S              | A        | 31                | 0        | 0                          | 74            | 16            | 10               | 0                | 0                 | 0                    | 8             | 0                    | 0                  | 0         |
|                            | STANSTED          | RYANAIR                     | S              | D        | 31                | 0        | 0                          | 77            | 13            | 10               | 0                | 0                 | 0                    | 12            | 0                    | 0                  | 0         |
| <b>TOTAL BARI (PALESE)</b> |                   |                             |                |          | <b>64</b>         | <b>0</b> | <b>0</b>                   | <b>77</b>     | <b>14</b>     | <b>9</b>         | <b>0</b>         | <b>0</b>          | <b>0</b>             | <b>10</b>     | <b>0</b>             | <b>0</b>           | <b>0</b>  |
| BARRA                      | GLASGOW           | LOGANAIR                    | S              | A        | 26                | 0        | 0                          | 69            | 23            | 8                | 0                | 0                 | 0                    | 9             | 88                   | 13                 | 24        |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: B

| ORIGIN / DESTINATION        | REPORTING AIRPORT | AIRLINE                         | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  |                   | MAR 2003             |               |                      |                    |
|-----------------------------|-------------------|---------------------------------|----------------|----------|-------------------|----------|-----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|
|                             |                   |                                 |                |          | MATCHED           |          | UNMATCHED | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |
|                             |                   |                                 |                |          | Actual (7)        | Plan (8) |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |
| BARRA                       | GLASGOW           | LOGANAIR                        |                | S D      | 17                | 9        | 0         | 76                         | 18            | 0             | 6                | 0                | 0                 | 14                   | 91            | 9                    | 23                 |
| <b>TOTAL BARRA</b>          |                   |                                 |                |          | <b>43</b>         | <b>9</b> | <b>0</b>  | <b>72</b>                  | <b>21</b>     | <b>5</b>      | <b>2</b>         | <b>0</b>         | <b>0</b>          | <b>11</b>            | <b>89</b>     | <b>11</b>            | <b>11</b>          |
| BASLE MULHOUSE              | STANSTED          | EASYJET AIRLINE COMPANY LTD     |                | S A      | 4                 | 0        | 0         | 50                         | 50            | 0             | 0                | 0                | 0                 | 14                   | 0             | 0                    | 0                  |
|                             | STANSTED          | EASYJET AIRLINE COMPANY LTD     |                | S D      | 4                 | 0        | 0         | 50                         | 50            | 0             | 0                | 0                | 0                 | 13                   | 0             | 0                    | 0                  |
|                             | BIRMINGHAM        | SWISS AIRLINES                  |                | S A      | 50                | 0        | 0         | 98                         | 0             | 2             | 0                | 0                | 0                 | 3                    | 84            | 6                    | 51                 |
|                             | BIRMINGHAM        | SWISS AIRLINES                  |                | S D      | 50                | 0        | 0         | 90                         | 6             | 2             | 2                | 0                | 0                 | 6                    | 92            | 5                    | 51                 |
|                             | HEATHROW          | SWISS AIRLINES                  |                | S A      | 92                | 0        | 0         | 87                         | 7             | 4             | 2                | 0                | 0                 | 6                    | 95            | 3                    | 93                 |
|                             | HEATHROW          | SWISS AIRLINES                  |                | S D      | 92                | 0        | 1         | 83                         | 10            | 5             | 2                | 0                | 0                 | 9                    | 94            | 5                    | 93                 |
|                             | MANCHESTER        | SWISS AIRLINES                  |                | S A      | 54                | 0        | 0         | 85                         | 9             | 4             | 2                | 0                | 0                 | 9                    | 91            | 5                    | 74                 |
|                             | MANCHESTER        | SWISS AIRLINES                  |                | S D      | 54                | 0        | 0         | 85                         | 9             | 4             | 2                | 0                | 0                 | 8                    | 92            | 3                    | 74                 |
| <b>TOTAL BASLE MULHOUSE</b> |                   |                                 |                |          | <b>400</b>        | <b>0</b> | <b>1</b>  | <b>87</b>                  | <b>8</b>      | <b>4</b>      | <b>2</b>         | <b>0</b>         | <b>7</b>          | <b>91</b>            | <b>5</b>      | <b>5</b>             |                    |
| BEAUVAIS                    |                   |                                 |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |
| BEIJING                     | HEATHROW          | AIR CHINA                       |                | S A      | 18                | 0        | 0         | 67                         | 6             | 28            | 0                | 0                | 0                 | 18                   | 56            | 22                   | 18                 |
|                             | HEATHROW          | AIR CHINA                       |                | S D      | 18                | 0        | 0         | 67                         | 17            | 11            | 6                | 0                | 0                 | 19                   | 78            | 8                    | 18                 |
|                             | HEATHROW          | BRITISH AIRWAYS PLC             |                | S A      | 13                | 0        | 0         | 85                         | 8             | 0             | 8                | 0                | 0                 | 12                   | 62            | 16                   | 13                 |
|                             | HEATHROW          | BRITISH AIRWAYS PLC             |                | S D      | 14                | 0        | 0         | 71                         | 7             | 14            | 7                | 0                | 0                 | 17                   | 79            | 15                   | 14                 |
| <b>TOTAL BEIJING</b>        |                   |                                 |                |          | <b>63</b>         | <b>0</b> | <b>0</b>  | <b>71</b>                  | <b>10</b>     | <b>14</b>     | <b>5</b>         | <b>0</b>         | <b>0</b>          | <b>17</b>            | <b>68</b>     | <b>15</b>            | <b>15</b>          |
| BEIRUT                      | HEATHROW          | BRITISH MEDITERRANEAN AIRWAYS   |                | S A      | 6                 | 0        | 0         | 33                         | 0             | 50            | 0                | 17               | 0                 | 78                   | 0             | 0                    | 0                  |
|                             | HEATHROW          | BRITISH MEDITERRANEAN AIRWAYS   |                | S D      | 6                 | 2        | 0         | 33                         | 17            | 17            | 33               | 0                | 0                 | 40                   | 50            | 27                   | 6                  |
|                             | HEATHROW          | MEA                             |                | S A      | 22                | 0        | 0         | 68                         | 5             | 23            | 5                | 0                | 0                 | 19                   | 91            | 6                    | 22                 |
|                             | HEATHROW          | MEA                             |                | S D      | 22                | 0        | 0         | 45                         | 27            | 18            | 9                | 0                | 0                 | 25                   | 86            | 11                   | 22                 |
| <b>TOTAL BEIRUT</b>         |                   |                                 |                |          | <b>56</b>         | <b>4</b> | <b>0</b>  | <b>52</b>                  | <b>14</b>     | <b>23</b>     | <b>9</b>         | <b>2</b>         | <b>0</b>          | <b>30</b>            | <b>84</b>     | <b>11</b>            | <b>11</b>          |
| BELFAST CITY                | HEATHROW          | BMI BRITISH MIDLAND             |                | S A      | 259               | 0        | 1         | 73                         | 12            | 10            | 5                | 0                | 0                 | 14                   | 87            | 10                   | 240                |
|                             | HEATHROW          | BMI BRITISH MIDLAND             |                | S D      | 260               | 0        | 0         | 64                         | 16            | 13            | 7                | 0                | 0                 | 18                   | 88            | 8                    | 242                |
|                             | GLASGOW           | BRITISH AIRWAYS CITIEXPRESS LTD |                | S A      | 70                | 0        | 0         | 96                         | 3             | 1             | 0                | 0                | 0                 | 1                    | 89            | 9                    | 76                 |
|                             | GLASGOW           | BRITISH AIRWAYS CITIEXPRESS LTD |                | S D      | 70                | 0        | 0         | 89                         | 6             | 6             | 0                | 0                | 0                 | 5                    | 87            | 15                   | 77                 |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: B

| ORIGIN / DESTINATION      | REPORTING AIRPORT | AIRLINE                         | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |          | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  |                   |                      | MAR 2003      |                      |                    |           |           |
|---------------------------|-------------------|---------------------------------|----------------|----------|-------------------|----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|-----------|-----------|
|                           |                   |                                 |                |          | Actual (7)        | Plan (8) | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |           |           |
|                           |                   |                                 |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    | Matched   | Unmatched |
| BELFAST CITY              |                   |                                 |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |           |
|                           | MANCHESTER        | BRITISH AIRWAYS CITIEXPRESS LTD | S              | A        | 168               | 0        | 0                          | 84            | 10            | 4                | 2                | 0                 | 0                    | 8             | 89                   | 8                  | 149       |           |
|                           | MANCHESTER        | BRITISH AIRWAYS CITIEXPRESS LTD | S              | D        | 169               | 0        | 0                          | 88            | 5             | 6                | 2                | 0                 | 0                    | 6             | 92                   | 4                  | 144       |           |
|                           | BIRMINGHAM        | FLYBE.BRITISH EUROPEAN          | S              | A        | 166               | 0        | 2                          | 83            | 8             | 4                | 4                | 1                 | 0                    | 11            | 89                   | 10                 | 129       |           |
|                           | BIRMINGHAM        | FLYBE.BRITISH EUROPEAN          | S              | D        | 165               | 1        | 2                          | 78            | 9             | 7                | 5                | 2                 | 0                    | 15            | 85                   | 11                 | 130       |           |
|                           | EDINBURGH         | FLYBE.BRITISH EUROPEAN          | S              | A        | 61                | 0        | 0                          | 84            | 13            | 2                | 2                | 0                 | 0                    | 7             | 0                    | 0                  | 0         |           |
|                           | EDINBURGH         | FLYBE.BRITISH EUROPEAN          | S              | D        | 61                | 0        | 0                          | 77            | 11            | 8                | 3                | 0                 | 0                    | 12            | 0                    | 0                  | 0         |           |
|                           | GATWICK           | FLYBE.BRITISH EUROPEAN          | S              | A        | 109               | 0        | 0                          | 84            | 7             | 4                | 5                | 0                 | 0                    | 10            | 84                   | 12                 | 115       |           |
|                           | GATWICK           | FLYBE.BRITISH EUROPEAN          | S              | D        | 109               | 0        | 0                          | 85            | 6             | 5                | 4                | 1                 | 0                    | 11            | 82                   | 13                 | 120       |           |
|                           | GLASGOW           | FLYBE.BRITISH EUROPEAN          | S              | A        | 15                | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 1             | 0                    | 0                  | 0         |           |
|                           | GLASGOW           | FLYBE.BRITISH EUROPEAN          | S              | D        | 15                | 0        | 0                          | 93            | 7             | 0                | 0                | 0                 | 0                    | 4             | 0                    | 0                  | 0         |           |
|                           | LONDON CITY       | FLYBE.BRITISH EUROPEAN          | S              | A        | 47                | 0        | 3                          | 89            | 9             | 0                | 0                | 2                 | 0                    | 8             | 82                   | 15                 | 87        |           |
|                           | LONDON CITY       | FLYBE.BRITISH EUROPEAN          | S              | D        | 47                | 0        | 3                          | 87            | 9             | 2                | 2                | 0                 | 0                    | 8             | 85                   | 17                 | 100       |           |
|                           | NEWCASTLE         | FLYBE.BRITISH EUROPEAN          | S              | A        | 109               | 0        | 0                          | 94            | 3             | 1                | 1                | 1                 | 0                    | 5             | 86                   | 12                 | 126       |           |
|                           | NEWCASTLE         | FLYBE.BRITISH EUROPEAN          | S              | D        | 108               | 0        | 0                          | 93            | 4             | 4                | 0                | 0                 | 0                    | 5             | 85                   | 11                 | 125       |           |
| <b>TOTAL BELFAST CITY</b> |                   |                                 |                |          | <b>2008</b>       | <b>3</b> | <b>12</b>                  | <b>81</b>     | <b>9</b>      | <b>6</b>         | <b>3</b>         | <b>0</b>          | <b>0</b>             | <b>10</b>     | <b>87</b>            | <b>11</b>          | <b>11</b> |           |
| BELFAST INTERNATIONAL     |                   |                                 |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |           |
|                           | MANCHESTER        | BMI BRITISH MIDLAND             | S              | A        | 29                | 0        | 2                          | 76            | 0             | 17               | 7                | 0                 | 0                    | 15            | 0                    | 0                  | 0         |           |
|                           | MANCHESTER        | BMI BRITISH MIDLAND             | S              | D        | 31                | 0        | 2                          | 71            | 6             | 10               | 13               | 0                 | 0                    | 17            | 0                    | 0                  | 0         |           |
|                           | MANCHESTER        | BMIBABY LTD                     | S              | A        | 53                | 0        | 0                          | 60            | 9             | 15               | 13               | 2                 | 0                    | 28            | 0                    | 0                  | 0         |           |
|                           | MANCHESTER        | BMIBABY LTD                     | S              | D        | 51                | 0        | 0                          | 65            | 12            | 14               | 10               | 0                 | 0                    | 21            | 0                    | 0                  | 0         |           |
|                           | EDINBURGH         | EASYJET AIRLINE COMPANY LTD     | S              | A        | 118               | 1        | 1                          | 81            | 8             | 5                | 3                | 2                 | 0                    | 12            | 81                   | 14                 | 93        |           |
|                           | EDINBURGH         | EASYJET AIRLINE COMPANY LTD     | S              | D        | 119               | 0        | 1                          | 77            | 14            | 5                | 3                | 1                 | 0                    | 13            | 72                   | 17                 | 93        |           |
|                           | GATWICK           | EASYJET AIRLINE COMPANY LTD     | S              | A        | 88                | 1        | 1                          | 83            | 5             | 9                | 3                | 0                 | 0                    | 10            | 74                   | 17                 | 78        |           |
|                           | GATWICK           | EASYJET AIRLINE COMPANY LTD     | S              | D        | 89                | 0        | 0                          | 75            | 16            | 3                | 6                | 0                 | 0                    | 13            | 82                   | 15                 | 78        |           |
|                           | GLASGOW           | EASYJET AIRLINE COMPANY LTD     | S              | A        | 118               | 1        | 1                          | 93            | 2             | 3                | 3                | 0                 | 0                    | 5             | 83                   | 13                 | 123       |           |
|                           | GLASGOW           | EASYJET AIRLINE COMPANY LTD     | S              | D        | 119               | 0        | 1                          | 92            | 4             | 3                | 2                | 0                 | 0                    | 6             | 81                   | 17                 | 123       |           |
|                           | LUTON             | EASYJET AIRLINE COMPANY LTD     | S              | A        | 162               | 0        | 1                          | 87            | 6             | 4                | 4                | 0                 | 0                    | 9             | 86                   | 9                  | 144       |           |
|                           | LUTON             | EASYJET AIRLINE COMPANY LTD     | S              | D        | 162               | 0        | 1                          | 81            | 6             | 7                | 5                | 0                 | 0                    | 13            | 78                   | 13                 | 144       |           |
|                           | NEWCASTLE         | EASYJET AIRLINE COMPANY LTD     | S              | A        | 61                | 1        | 1                          | 75            | 11            | 11               | 2                | 0                 | 0                    | 11            | 33                   | 101                | 3         |           |
|                           | NEWCASTLE         | EASYJET AIRLINE COMPANY LTD     | S              | D        | 62                | 0        | 0                          | 68            | 13            | 15               | 5                | 0                 | 0                    | 16            | 0                    | 136                | 4         |           |
|                           | STANSTED          | EASYJET AIRLINE COMPANY LTD     | S              | A        | 139               | 0        | 0                          | 83            | 10            | 3                | 4                | 1                 | 0                    | 10            | 74                   | 16                 | 145       |           |
|                           | STANSTED          | EASYJET AIRLINE COMPANY LTD     | S              | D        | 139               | 0        | 0                          | 70            | 13            | 11               | 5                | 1                 | 0                    | 18            | 53                   | 24                 | 143       |           |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: B

| ORIGIN / DESTINATION               | REPORTING AIRPORT | AIRLINE                         | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |          | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  |                   |                      | MAR 2003      |                      |                    |           |  |
|------------------------------------|-------------------|---------------------------------|----------------|----------|-------------------|----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|-----------|--|
|                                    |                   |                                 |                |          | Actual (7)        | Plan (8) | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |           |  |
|                                    |                   |                                 |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |  |
| BELFAST INTERNATIONAL              |                   |                                 |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |  |
|                                    | BIRMINGHAM        | MY TRAVEL AIRWAYS UK            | S              | A        | 47                | 1        | 2                          | 91            | 0             | 4                | 4                | 0                 | 0                    | 11            | 90                   | 6                  | 62        |  |
|                                    | BIRMINGHAM        | MY TRAVEL AIRWAYS UK            | S              | D        | 47                | 1        | 2                          | 89            | 2             | 2                | 6                | 0                 | 0                    | 14            | 85                   | 9                  | 62        |  |
| <b>TOTAL BELFAST INTERNATIONAL</b> |                   |                                 |                |          | <b>1634</b>       | <b>9</b> | <b>16</b>                  | <b>80</b>     | <b>8</b>      | <b>7</b>         | <b>4</b>         | <b>0</b>          | <b>0</b>             | <b>12</b>     | <b>78</b>            | <b>14</b>          | <b>14</b> |  |
| BELGRADE                           |                   |                                 |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |  |
|                                    | HEATHROW          | BRITISH AIRWAYS PLC             | S              | A        | 18                | 0        | 0                          | 83            | 6             | 11               | 0                | 0                 | 0                    | 7             | 100                  | 0                  | 1         |  |
|                                    | HEATHROW          | BRITISH AIRWAYS PLC             | S              | D        | 18                | 0        | 0                          | 94            | 6             | 0                | 0                | 0                 | 0                    | 5             | 0                    | 38                 | 1         |  |
|                                    | HEATHROW          | JATAIRWAYS                      | S              | A        | 27                | 0        | 0                          | 59            | 11            | 22               | 7                | 0                 | 0                    | 18            | 52                   | 16                 | 27        |  |
|                                    | HEATHROW          | JATAIRWAYS                      | S              | D        | 27                | 0        | 0                          | 52            | 22            | 7                | 15               | 4                 | 0                    | 35            | 59                   | 17                 | 27        |  |
| <b>TOTAL BELGRADE</b>              |                   |                                 |                |          | <b>90</b>         | <b>0</b> | <b>0</b>                   | <b>69</b>     | <b>12</b>     | <b>11</b>        | <b>7</b>         | <b>1</b>          | <b>0</b>             | <b>18</b>     | <b>66</b>            | <b>15</b>          | <b>15</b> |  |
| BENBECULA                          |                   |                                 |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |  |
|                                    | GLASGOW           | BRITISH AIRWAYS CITIEXPRESS LTD | S              | A        | 28                | 0        | 0                          | 79            | 7             | 7                | 7                | 0                 | 0                    | 14            | 88                   | 21                 | 26        |  |
|                                    | GLASGOW           | BRITISH AIRWAYS CITIEXPRESS LTD | S              | D        | 28                | 0        | 0                          | 61            | 25            | 7                | 7                | 0                 | 0                    | 21            | 88                   | 13                 | 26        |  |
| <b>TOTAL BENBECULA</b>             |                   |                                 |                |          | <b>56</b>         | <b>0</b> | <b>0</b>                   | <b>70</b>     | <b>16</b>     | <b>7</b>         | <b>7</b>         | <b>0</b>          | <b>0</b>             | <b>17</b>     | <b>88</b>            | <b>17</b>          | <b>17</b> |  |
| BENGHAZI                           |                   |                                 |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |  |
| BERGAMO                            |                   |                                 |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |  |
|                                    | GATWICK           | ASTRAEUS LTD                    | C              | A        | 4                 | 0        | 0                          | 75            | 0             | 25               | 0                | 0                 | 0                    | 12            | 0                    | 0                  | 0         |  |
|                                    | GATWICK           | ASTRAEUS LTD                    | C              | D        | 4                 | 0        | 0                          | 75            | 25            | 0                | 0                | 0                 | 0                    | 9             | 0                    | 0                  | 0         |  |
|                                    | BIRMINGHAM        | BRITISH AIRWAYS CITIEXPRESS LTD | C              | A        | 4                 | 0        | 0                          | 75            | 25            | 0                | 0                | 0                 | 0                    | 11            | 0                    | 0                  | 0         |  |
|                                    | BIRMINGHAM        | BRITISH AIRWAYS CITIEXPRESS LTD | C              | D        | 3                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 0             | 0                    | 0                  | 0         |  |
|                                    | MANCHESTER        | BRITISH AIRWAYS CITIEXPRESS LTD | C              | A        | 2                 | 0        | 0                          | 50            | 50            | 0                | 0                | 0                 | 0                    | 16            | 0                    | 0                  | 0         |  |
|                                    | MANCHESTER        | BRITISH AIRWAYS CITIEXPRESS LTD | C              | D        | 2                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 2             | 0                    | 0                  | 0         |  |
|                                    | MANCHESTER        | MY TRAVEL AIRWAYS UK            | C              | A        | 4                 | 0        | 0                          | 0             | 0             | 75               | 25               | 0                 | 0                    | 50            | 20                   | 38                 | 5         |  |
|                                    | MANCHESTER        | MY TRAVEL AIRWAYS UK            | C              | D        | 4                 | 0        | 0                          | 75            | 25            | 0                | 0                | 0                 | 0                    | 9             | 75                   | 16                 | 4         |  |
|                                    | LUTON             | RYANAIR                         | S              | A        | 62                | 0        | 0                          | 95            | 5             | 0                | 0                | 0                 | 0                    | 2             | 87                   | 6                  | 61        |  |
|                                    | LUTON             | RYANAIR                         | S              | D        | 62                | 0        | 0                          | 92            | 6             | 0                | 2                | 0                 | 0                    | 5             | 77                   | 12                 | 61        |  |
|                                    | STANSTED          | RYANAIR                         | S              | A        | 116               | 0        | 0                          | 87            | 8             | 3                | 2                | 0                 | 0                    | 6             | 91                   | 6                  | 115       |  |
|                                    | STANSTED          | RYANAIR                         | S              | D        | 116               | 0        | 0                          | 78            | 13            | 8                | 2                | 0                 | 0                    | 11            | 78                   | 12                 | 118       |  |
|                                    | GATWICK           | THOMAS COOK AIRLINES LTD        | C              | A        | 4                 | 0        | 0                          | 75            | 25            | 0                | 0                | 0                 | 0                    | 11            | 0                    | 0                  | 0         |  |
|                                    | GATWICK           | THOMAS COOK AIRLINES LTD        | C              | D        | 4                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 0             | 0                    | 0                  | 0         |  |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: B

| ORIGIN / DESTINATION             | REPORTING AIRPORT | AIRLINE                         | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        | MAR 2003                |                            |                     |                            |                          |
|----------------------------------|-------------------|---------------------------------|-------------------|-------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|
|                                  |                   |                                 |                   |             | MATCHED           |          | UNMATCHED | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |
|                                  |                   |                                 |                   |             | Actual<br>(7)     | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |
| BERGAMO                          |                   |                                 |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |
| <b>TOTAL BERGAMO</b>             |                   |                                 |                   |             | <b>391</b>        | <b>0</b> | <b>0</b>  | <b>85</b>                  | <b>9</b>         | <b>4</b>         | <b>2</b>               | <b>0</b>               | <b>0</b>                | <b>7</b>                   | <b>80</b>           | <b>10</b>                  | <b>10</b>                |
| BERGEN                           |                   |                                 |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |
|                                  | GATWICK           | BRAATHENS ASA                   | S                 | A           | 31                | 0        | 0         | 94                         | 0                | 0                | 6                      | 0                      | 0                       | 8                          | 90                  | 5                          | 31                       |
|                                  | GATWICK           | BRAATHENS ASA                   | S                 | D           | 31                | 0        | 0         | 94                         | 0                | 3                | 3                      | 0                      | 0                       | 6                          | 94                  | 4                          | 31                       |
|                                  | MANCHESTER        | WIDEROE FLYVESELSKAP A/S        | S                 | A           | 27                | 0        | 0         | 74                         | 7                | 7                | 4                      | 4                      | 4                       | 43                         | 0                   | 0                          | 0                        |
|                                  | MANCHESTER        | WIDEROE FLYVESELSKAP A/S        | S                 | D           | 26                | 0        | 1         | 81                         | 12               | 0                | 4                      | 4                      | 0                       | 21                         | 0                   | 0                          | 0                        |
| <b>TOTAL BERGEN</b>              |                   |                                 |                   |             | <b>115</b>        | <b>0</b> | <b>1</b>  | <b>86</b>                  | <b>4</b>         | <b>3</b>         | <b>4</b>               | <b>2</b>               | <b>1</b>                | <b>19</b>                  | <b>92</b>           | <b>5</b>                   | <b>5</b>                 |
| BERGERAC                         |                   |                                 |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |
|                                  | STANSTED          | RYANAIR                         | S                 | A           | 24                | 0        | 4         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 1                          | 0                   | 0                          | 0                        |
|                                  | STANSTED          | RYANAIR                         | S                 | D           | 24                | 0        | 4         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 1                          | 0                   | 0                          | 0                        |
| <b>TOTAL BERGERAC</b>            |                   |                                 |                   |             | <b>48</b>         | <b>0</b> | <b>8</b>  | <b>100</b>                 | <b>0</b>         | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>1</b>                   | <b>77</b>           | <b>11</b>                  | <b>11</b>                |
| BERLIN (SCHONEFELD)              |                   |                                 |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |
|                                  | STANSTED          | RYANAIR                         | S                 | A           | 85                | 0        | 0         | 98                         | 2                | 0                | 0                      | 0                      | 0                       | 2                          | 0                   | 0                          | 0                        |
|                                  | STANSTED          | RYANAIR                         | S                 | D           | 85                | 0        | 0         | 89                         | 7                | 4                | 0                      | 0                      | 0                       | 7                          | 0                   | 0                          | 0                        |
| <b>TOTAL BERLIN (SCHONEFELD)</b> |                   |                                 |                   |             | <b>170</b>        | <b>0</b> | <b>0</b>  | <b>94</b>                  | <b>5</b>         | <b>2</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>4</b>                   | <b>87</b>           | <b>9</b>                   | <b>9</b>                 |
| BERLIN (TEGEL)                   |                   |                                 |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |
|                                  | STANSTED          | AIR BERLIN                      | S                 | A           | 61                | 0        | 1         | 90                         | 5                | 3                | 2                      | 0                      | 0                       | 6                          | 81                  | 9                          | 62                       |
|                                  | STANSTED          | AIR BERLIN                      | S                 | D           | 62                | 0        | 0         | 76                         | 13               | 5                | 6                      | 0                      | 0                       | 14                         | 56                  | 18                         | 62                       |
|                                  | MANCHESTER        | BRITISH AIRWAYS CITIEXPRESS LTD | S                 | A           | 30                | 0        | 0         | 77                         | 3                | 13               | 7                      | 0                      | 0                       | 13                         | 77                  | 10                         | 31                       |
|                                  | MANCHESTER        | BRITISH AIRWAYS CITIEXPRESS LTD | S                 | D           | 31                | 0        | 0         | 81                         | 3                | 13               | 3                      | 0                      | 0                       | 11                         | 87                  | 6                          | 31                       |
|                                  | HEATHROW          | BRITISH AIRWAYS PLC             | S                 | A           | 155               | 0        | 0         | 66                         | 15               | 11               | 8                      | 0                      | 0                       | 16                         | 79                  | 9                          | 155                      |
|                                  | HEATHROW          | BRITISH AIRWAYS PLC             | S                 | D           | 155               | 0        | 0         | 79                         | 12               | 6                | 3                      | 0                      | 0                       | 10                         | 87                  | 6                          | 155                      |
|                                  | GATWICK           | DEUTSCHE BA                     | S                 | A           | 27                | 0        | 0         | 89                         | 7                | 4                | 0                      | 0                      | 0                       | 3                          | 0                   | 0                          | 0                        |
|                                  | GATWICK           | DEUTSCHE BA                     | S                 | D           | 27                | 0        | 0         | 78                         | 15               | 7                | 0                      | 0                      | 0                       | 8                          | 0                   | 0                          | 0                        |
|                                  | BIRMINGHAM        | DUO AIRWAYS LTD                 | S                 | A           | 46                | 0        | 1         | 85                         | 7                | 7                | 2                      | 0                      | 0                       | 8                          | 89                  | 5                          | 47                       |
|                                  | BIRMINGHAM        | DUO AIRWAYS LTD                 | S                 | D           | 46                | 0        | 1         | 83                         | 9                | 7                | 2                      | 0                      | 0                       | 7                          | 77                  | 10                         | 47                       |
| <b>TOTAL BERLIN (TEGEL)</b>      |                   |                                 |                   |             | <b>640</b>        | <b>0</b> | <b>3</b>  | <b>78</b>                  | <b>11</b>        | <b>8</b>         | <b>4</b>               | <b>0</b>               | <b>0</b>                | <b>11</b>                  | <b>80</b>           | <b>9</b>                   | <b>9</b>                 |
| BERLIN (TEMPLEHOF)               |                   |                                 |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |
| BERMUDA                          |                   |                                 |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |
|                                  | GATWICK           | BRITISH AIRWAYS PLC             | S                 | A           | 14                | 0        | 0         | 93                         | 0                | 7                | 0                      | 0                      | 0                       | 5                          | 86                  | 9                          | 14                       |
|                                  | GATWICK           | BRITISH AIRWAYS PLC             | S                 | D           | 14                | 0        | 0         | 93                         | 0                | 7                | 0                      | 0                      | 0                       | 7                          | 100                 | 1                          | 14                       |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: B

| ORIGIN / DESTINATION  | REPORTING AIRPORT | AIRLINE                         | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         | MAR 2003                   |                     |                            |                          |           |
|-----------------------|-------------------|---------------------------------|-------------------|-------------|-------------------|----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|-----------|
|                       |                   |                                 |                   |             | MATCHED           |          | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |           |
|                       |                   |                                 |                   |             | Actual<br>(7)     | Plan (8) |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |           |
| BERMUDA               |                   |                                 |                   |             |                   |          |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |           |
| <b>TOTAL BERMUDA</b>  |                   |                                 |                   |             | <b>28</b>         | <b>0</b> | <b>0</b>                   | <b>93</b>        | <b>0</b>         | <b>7</b>               | <b>0</b>               | <b>0</b>                | <b>0</b>                   | <b>6</b>            | <b>93</b>                  | <b>5</b>                 | <b>5</b>  |
| BERNE                 |                   |                                 |                   |             |                   |          |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |           |
|                       | GATWICK           | FLYBE.BRITISH EUROPEAN          | C                 | A           | 3                 | 0        | 0                          | 0                | 0                | 0                      | 100                    | 0                       | 0                          | 100                 | 100                        | 0                        | 3         |
|                       | GATWICK           | FLYBE.BRITISH EUROPEAN          | C                 | D           | 3                 | 0        | 0                          | 33               | 33               | 0                      | 33                     | 0                       | 0                          | 51                  | 100                        | 4                        | 3         |
|                       | MANCHESTER        | INTERSKY LUFTFAHRT GMBH         | C                 | A           | 3                 | 0        | 0                          | 33               | 33               | 33                     | 0                      | 0                       | 0                          | 23                  | 0                          | 0                        | 0         |
|                       | MANCHESTER        | INTERSKY LUFTFAHRT GMBH         | C                 | D           | 3                 | 0        | 0                          | 67               | 0                | 0                      | 33                     | 0                       | 0                          | 29                  | 0                          | 0                        | 0         |
| <b>TOTAL BERNE</b>    |                   |                                 |                   |             | <b>12</b>         | <b>0</b> | <b>0</b>                   | <b>33</b>        | <b>17</b>        | <b>8</b>               | <b>42</b>              | <b>0</b>                | <b>0</b>                   | <b>51</b>           | <b>94</b>                  | <b>3</b>                 | <b>3</b>  |
| BIARRITZ              |                   |                                 |                   |             |                   |          |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |           |
|                       | STANSTED          | RYANAIR                         | S                 | A           | 31                | 0        | 0                          | 90               | 10               | 0                      | 0                      | 0                       | 0                          | 3                   | 94                         | 3                        | 31        |
|                       | STANSTED          | RYANAIR                         | S                 | D           | 31                | 0        | 0                          | 94               | 3                | 3                      | 0                      | 0                       | 0                          | 4                   | 90                         | 5                        | 31        |
| <b>TOTAL BIARRITZ</b> |                   |                                 |                   |             | <b>62</b>         | <b>0</b> | <b>0</b>                   | <b>92</b>        | <b>6</b>         | <b>2</b>               | <b>0</b>               | <b>0</b>                | <b>0</b>                   | <b>3</b>            | <b>92</b>                  | <b>4</b>                 | <b>4</b>  |
| BILBAO                |                   |                                 |                   |             |                   |          |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |           |
|                       | HEATHROW          | BRITISH AIRWAYS PLC             | S                 | A           | 30                | 0        | 0                          | 67               | 13               | 10                     | 10                     | 0                       | 0                          | 20                  | 0                          | 0                        | 0         |
|                       | HEATHROW          | BRITISH AIRWAYS PLC             | S                 | D           | 30                | 0        | 0                          | 67               | 13               | 10                     | 10                     | 0                       | 0                          | 18                  | 0                          | 0                        | 0         |
|                       | GATWICK           | EASYJET AIRLINE COMPANY LTD     | S                 | A           | 31                | 0        | 0                          | 94               | 0                | 6                      | 0                      | 0                       | 0                          | 3                   | 0                          | 0                        | 0         |
|                       | GATWICK           | EASYJET AIRLINE COMPANY LTD     | S                 | D           | 31                | 0        | 0                          | 87               | 6                | 0                      | 6                      | 0                       | 0                          | 9                   | 0                          | 0                        | 0         |
|                       | STANSTED          | EASYJET AIRLINE COMPANY LTD     | S                 | A           | 62                | 0        | 0                          | 77               | 6                | 11                     | 5                      | 0                       | 0                          | 10                  | 77                         | 13                       | 57        |
|                       | STANSTED          | EASYJET AIRLINE COMPANY LTD     | S                 | D           | 62                | 0        | 0                          | 60               | 19               | 8                      | 13                     | 0                       | 0                          | 23                  | 51                         | 20                       | 57        |
|                       | HEATHROW          | IBERIA                          | S                 | A           | 31                | 0        | 0                          | 65               | 13               | 16                     | 3                      | 3                       | 0                          | 19                  | 94                         | 4                        | 31        |
|                       | HEATHROW          | IBERIA                          | S                 | D           | 31                | 0        | 0                          | 81               | 3                | 3                      | 13                     | 0                       | 0                          | 17                  | 97                         | 2                        | 31        |
| <b>TOTAL BILBAO</b>   |                   |                                 |                   |             | <b>308</b>        | <b>0</b> | <b>0</b>                   | <b>73</b>        | <b>10</b>        | <b>8</b>               | <b>8</b>               | <b>0</b>                | <b>0</b>                   | <b>15</b>           | <b>79</b>                  | <b>10</b>                | <b>10</b> |
| BILLUND               |                   |                                 |                   |             |                   |          |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |           |
|                       | GATWICK           | MAERSK AIR                      | S                 | A           | 85                | 0        | 0                          | 81               | 13               | 5                      | 1                      | 0                       | 0                          | 8                   | 65                         | 14                       | 74        |
|                       | GATWICK           | MAERSK AIR                      | S                 | D           | 85                | 0        | 0                          | 89               | 7                | 2                      | 1                      | 0                       | 0                          | 5                   | 78                         | 11                       | 74        |
|                       | MANCHESTER        | SUN AIR OF SCANDINAVIA          | S                 | A           | 50                | 0        | 0                          | 78               | 12               | 6                      | 4                      | 0                       | 0                          | 10                  | 85                         | 8                        | 47        |
|                       | MANCHESTER        | SUN AIR OF SCANDINAVIA          | S                 | D           | 49                | 0        | 1                          | 92               | 4                | 0                      | 4                      | 0                       | 0                          | 5                   | 89                         | 7                        | 47        |
| <b>TOTAL BILLUND</b>  |                   |                                 |                   |             | <b>269</b>        | <b>0</b> | <b>1</b>                   | <b>85</b>        | <b>9</b>         | <b>3</b>               | <b>2</b>               | <b>0</b>                | <b>0</b>                   | <b>7</b>            | <b>77</b>                  | <b>11</b>                | <b>11</b> |
| BIRMINGHAM            |                   |                                 |                   |             |                   |          |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |           |
|                       | EDINBURGH         | BRITISH AIRWAYS CITIEXPRESS LTD | S                 | A           | 104               | 0        | 0                          | 87               | 5                | 5                      | 4                      | 0                       | 0                          | 8                   | 75                         | 14                       | 144       |
|                       | EDINBURGH         | BRITISH AIRWAYS CITIEXPRESS LTD | S                 | D           | 122               | 0        | 0                          | 84               | 7                | 5                      | 3                      | 0                       | 0                          | 9                   | 66                         | 18                       | 90        |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: B

| ORIGIN / DESTINATION          | REPORTING AIRPORT | AIRLINE                         | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |          | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  |                   | MAR 2003             |               |                      |                    |           |
|-------------------------------|-------------------|---------------------------------|----------------|----------|-------------------|----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|-----------|
|                               |                   |                                 |                |          | Actual (7)        | Plan (8) | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |           |
|                               |                   |                                 |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |
| BIRMINGHAM                    | GLASGOW           | BRITISH AIRWAYS CITIEXPRESS LTD | S              | A        | 114               | 0        | 0                          | 85            | 4             | 8                | 3                | 0                 | 0                    | 8             | 73                   | 18                 | 30        |
|                               | GLASGOW           | BRITISH AIRWAYS CITIEXPRESS LTD | S              | D        | 60                | 0        | 0                          | 85            | 7             | 5                | 3                | 0                 | 0                    | 10            | 88                   | 10                 | 25        |
|                               | EDINBURGH         | DUO AIRWAYS LTD                 | S              | A        | 3                 | 0        | 1                          | 33            | 67            | 0                | 0                | 0                 | 0                    | 14            | 0                    | 0                  | 0         |
|                               | EDINBURGH         | DUO AIRWAYS LTD                 | S              | D        | 5                 | 0        | 1                          | 60            | 0             | 20               | 20               | 0                 | 0                    | 26            | 0                    | 0                  | 0         |
|                               | NEWCASTLE         | EASTERN AIRWAYS                 | S              | A        | 88                | 0        | 4                          | 72            | 2             | 18               | 8                | 0                 | 0                    | 18            | 100                  | 0                  | 5         |
|                               | NEWCASTLE         | EASTERN AIRWAYS                 | S              | D        | 90                | 0        | 2                          | 93            | 4             | 0                | 2                | 0                 | 0                    | 4             | 100                  | 2                  | 5         |
|                               | EDINBURGH         | FLYBE.BRITISH EUROPEAN          | S              | A        | 144               | 1        | 1                          | 79            | 12            | 6                | 2                | 1                 | 0                    | 10            | 88                   | 9                  | 131       |
|                               | EDINBURGH         | FLYBE.BRITISH EUROPEAN          | S              | D        | 145               | 0        | 1                          | 72            | 14            | 9                | 4                | 1                 | 0                    | 16            | 76                   | 13                 | 131       |
|                               | GLASGOW           | FLYBE.BRITISH EUROPEAN          | S              | A        | 159               | 0        | 0                          | 70            | 17            | 9                | 3                | 1                 | 0                    | 14            | 83                   | 9                  | 135       |
|                               | GLASGOW           | FLYBE.BRITISH EUROPEAN          | S              | D        | 157               | 0        | 0                          | 78            | 9             | 10               | 1                | 1                 | 0                    | 13            | 92                   | 5                  | 135       |
| <b>TOTAL BIRMINGHAM</b>       |                   |                                 |                |          | <b>1191</b>       | <b>2</b> | <b>11</b>                  | <b>79</b>     | <b>9</b>      | <b>8</b>         | <b>3</b>         | <b>0</b>          | <b>0</b>             | <b>11</b>     | <b>81</b>            | <b>11</b>          | <b>11</b> |
| BISHKEK (FRUNZE)              | HEATHROW          | BRITISH MEDITERRANEAN AIRWAYS   | S              | A        | 12                | 1        | 0                          | 83            | 17            | 0                | 0                | 0                 | 0                    | 5             | 54                   | 48                 | 13        |
|                               | HEATHROW          | BRITISH MEDITERRANEAN AIRWAYS   | S              | D        | 13                | 0        | 0                          | 38            | 15            | 15               | 31               | 0                 | 0                    | 34            | 44                   | 53                 | 9         |
| <b>TOTAL BISHKEK (FRUNZE)</b> |                   |                                 |                |          | <b>25</b>         | <b>1</b> | <b>0</b>                   | <b>60</b>     | <b>16</b>     | <b>8</b>         | <b>16</b>        | <b>0</b>          | <b>0</b>             | <b>20</b>     | <b>50</b>            | <b>50</b>          | <b>50</b> |
| BLACKPOOL                     | STANSTED          | RYANAIR                         | S              | A        | 54                | 0        | 0                          | 93            | 4             | 4                | 0                | 0                 | 0                    | 3             | 0                    | 0                  | 0         |
|                               | STANSTED          | RYANAIR                         | S              | D        | 54                | 0        | 0                          | 83            | 11            | 4                | 2                | 0                 | 0                    | 9             | 0                    | 0                  | 0         |
| <b>TOTAL BLACKPOOL</b>        |                   |                                 |                |          | <b>110</b>        | <b>0</b> | <b>0</b>                   | <b>87</b>     | <b>8</b>      | <b>4</b>         | <b>1</b>         | <b>0</b>          | <b>0</b>             | <b>6</b>      | <b>50</b>            | <b>14</b>          | <b>14</b> |
| BOGOTA                        | HEATHROW          | BRITISH AIRWAYS PLC             | S              | A        | 14                | 0        | 0                          | 93            | 7             | 0                | 0                | 0                 | 0                    | 2             | 0                    | 0                  | 0         |
|                               | HEATHROW          | BRITISH AIRWAYS PLC             | S              | D        | 13                | 0        | 0                          | 54            | 31            | 15               | 0                | 0                 | 0                    | 15            | 0                    | 0                  | 0         |
| <b>TOTAL BOGOTA</b>           |                   |                                 |                |          | <b>27</b>         | <b>0</b> | <b>0</b>                   | <b>74</b>     | <b>19</b>     | <b>7</b>         | <b>0</b>         | <b>0</b>          | <b>0</b>             | <b>8</b>      | <b>80</b>            | <b>18</b>          | <b>18</b> |
| BOLOGNA                       | MANCHESTER        | BRITISH AIRWAYS CITIEXPRESS LTD | S              | A        | 14                | 0        | 0                          | 71            | 14            | 7                | 7                | 0                 | 0                    | 14            | 50                   | 20                 | 2         |
|                               | MANCHESTER        | BRITISH AIRWAYS CITIEXPRESS LTD | S              | D        | 14                | 0        | 0                          | 79            | 7             | 7                | 7                | 0                 | 0                    | 13            | 50                   | 10                 | 2         |
|                               | GATWICK           | BRITISH AIRWAYS PLC             | S              | A        | 88                | 0        | 0                          | 84            | 8             | 5                | 1                | 2                 | 0                    | 13            | 74                   | 12                 | 88        |
|                               | GATWICK           | BRITISH AIRWAYS PLC             | S              | D        | 89                | 0        | 0                          | 88            | 8             | 3                | 1                | 0                 | 0                    | 7             | 77                   | 11                 | 88        |
|                               | STANSTED          | EASYJET AIRLINE COMPANY LTD     | S              | A        | 30                | 0        | 1                          | 87            | 10            | 3                | 0                | 0                 | 0                    | 5             | 61                   | 19                 | 31        |



## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: B

| ORIGIN / DESTINATION    | REPORTING AIRPORT | AIRLINE                           | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         | MAR 2003                   |                     |                            |                          |
|-------------------------|-------------------|-----------------------------------|-------------------|-------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|
|                         |                   |                                   |                   |             | MATCHED           |          | UNMATCHED | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |
|                         |                   |                                   |                   |             | Actual<br>(7)     | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |
| BOLOGNA                 | STANSTED          | EASYJET AIRLINE COMPANY LTD       | S                 | D           | 31                | 0        | 0         | 74                         | 13               | 13               | 0                      | 0                      | 0                       | 11                         | 52                  | 26                         | 31                       |
| <b>TOTAL BOLOGNA</b>    |                   |                                   |                   |             | <b>266</b>        | <b>1</b> | <b>1</b>  | <b>83</b>                  | <b>9</b>         | <b>5</b>         | <b>2</b>               | <b>1</b>               | <b>0</b>                | <b>10</b>                  | <b>70</b>           | <b>14</b>                  | <b>14</b>                |
| BORDEAUX                | MANCHESTER        | BMIBABY LTD                       | S                 | A           | 4                 | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 3                          | 0                   | 0                          | 0                        |
|                         | MANCHESTER        | BMIBABY LTD                       | S                 | D           | 4                 | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 1                          | 0                   | 0                          | 0                        |
|                         | GATWICK           | BRIT AIR                          | S                 | A           | 76                | 0        | 0         | 93                         | 5                | 1                | 0                      | 0                      | 0                       | 4                          | 0                   | 0                          | 0                        |
|                         | GATWICK           | BRIT AIR                          | S                 | D           | 77                | 0        | 0         | 94                         | 6                | 0                | 0                      | 0                      | 0                       | 3                          | 0                   | 0                          | 0                        |
|                         | GATWICK           | BRITISH AIRWAYS PLC               | S                 | A           | 58                | 0        | 0         | 90                         | 5                | 5                | 0                      | 0                      | 0                       | 5                          | 0                   | 0                          | 0                        |
|                         | GATWICK           | BRITISH AIRWAYS PLC               | S                 | D           | 58                | 0        | 0         | 88                         | 5                | 7                | 0                      | 0                      | 0                       | 6                          | 0                   | 0                          | 0                        |
| <b>TOTAL BORDEAUX</b>   |                   |                                   |                   |             | <b>282</b>        | <b>0</b> | <b>0</b>  | <b>91</b>                  | <b>6</b>         | <b>3</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>5</b>                   | <b>85</b>           | <b>7</b>                   | <b>7</b>                 |
| BOSTON                  | HEATHROW          | AMERICAN AIRLINES                 | S                 | A           | 58                | 0        | 0         | 60                         | 26               | 9                | 3                      | 2                      | 0                       | 20                         | 74                  | 18                         | 57                       |
|                         | HEATHROW          | AMERICAN AIRLINES                 | S                 | D           | 58                | 0        | 0         | 90                         | 7                | 2                | 2                      | 0                      | 0                       | 8                          | 91                  | 5                          | 57                       |
|                         | HEATHROW          | BRITISH AIRWAYS PLC               | S                 | A           | 88                | 0        | 1         | 89                         | 5                | 3                | 3                      | 0                      | 0                       | 6                          | 93                  | 11                         | 92                       |
|                         | HEATHROW          | BRITISH AIRWAYS PLC               | S                 | D           | 89                | 0        | 0         | 75                         | 19               | 4                | 1                      | 0                      | 0                       | 12                         | 78                  | 12                         | 92                       |
|                         | HEATHROW          | VIRGIN ATLANTIC AIRWAYS LTD       | S                 | A           | 31                | 0        | 0         | 71                         | 6                | 16               | 6                      | 0                      | 0                       | 17                         | 87                  | 10                         | 31                       |
|                         | HEATHROW          | VIRGIN ATLANTIC AIRWAYS LTD       | S                 | D           | 31                | 0        | 0         | 61                         | 26               | 13               | 0                      | 0                      | 0                       | 15                         | 81                  | 9                          | 31                       |
| <b>TOTAL BOSTON</b>     |                   |                                   |                   |             | <b>355</b>        | <b>0</b> | <b>1</b>  | <b>77</b>                  | <b>14</b>        | <b>6</b>         | <b>3</b>               | <b>0</b>               | <b>0</b>                | <b>12</b>                  | <b>84</b>           | <b>11</b>                  | <b>11</b>                |
| BRATISLAVA              | BIRMINGHAM        | AIR SLOVAKIA BWJ                  | S                 | A           | 13                | 0        | 0         | 38                         | 0                | 31               | 31                     | 0                      | 0                       | 45                         | 0                   | 0                          | 0                        |
|                         | BIRMINGHAM        | AIR SLOVAKIA BWJ                  | S                 | D           | 8                 | 0        | 5         | 63                         | 13               | 25               | 0                      | 0                      | 0                       | 22                         | 0                   | 0                          | 0                        |
|                         | STANSTED          | SKY EUROPE                        | S                 | A           | 23                | 0        | 0         | 74                         | 17               | 4                | 0                      | 4                      | 0                       | 17                         | 0                   | 0                          | 0                        |
|                         | STANSTED          | SKY EUROPE                        | S                 | D           | 23                | 0        | 0         | 57                         | 26               | 9                | 4                      | 4                      | 0                       | 24                         | 0                   | 0                          | 0                        |
|                         | BIRMINGHAM        | SLOVAK AL(SLOVENSKE<br>AEROLINIE) | C                 | A           | 7                 | 2        | 0         | 57                         | 14               | 0                | 29                     | 0                      | 0                       | 42                         | 0                   | 0                          | 0                        |
|                         | BIRMINGHAM        | SLOVAK AL(SLOVENSKE<br>AEROLINIE) | C                 | D           | 8                 | 1        | 0         | 25                         | 25               | 13               | 25                     | 13                     | 0                       | 73                         | 0                   | 0                          | 0                        |
| <b>TOTAL BRATISLAVA</b> |                   |                                   |                   |             | <b>82</b>         | <b>3</b> | <b>5</b>  | <b>56</b>                  | <b>17</b>        | <b>12</b>        | <b>11</b>              | <b>4</b>               | <b>0</b>                | <b>31</b>                  | <b>0</b>            | <b>0</b>                   | <b>0</b>                 |
| BREMEN                  | LONDON CITY       | OLTOSTFRIESISCHE<br>LUFTTRANSPORT | S                 | A           | 54                | 0        | 0         | 98                         | 0                | 0                | 2                      | 0                      | 0                       | 5                          | 0                   | 0                          | 0                        |
|                         | LONDON CITY       | OLTOSTFRIESISCHE<br>LUFTTRANSPORT | S                 | D           | 54                | 0        | 0         | 91                         | 7                | 0                | 2                      | 0                      | 0                       | 8                          | 0                   | 0                          | 0                        |
| <b>TOTAL BREMEN</b>     |                   |                                   |                   |             | <b>108</b>        | <b>0</b> | <b>0</b>  | <b>94</b>                  | <b>4</b>         | <b>0</b>         | <b>2</b>               | <b>0</b>               | <b>0</b>                | <b>6</b>                   | <b>77</b>           | <b>12</b>                  | <b>12</b>                |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: B

| ORIGIN / DESTINATION             | REPORTING AIRPORT | AIRLINE                     | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  |                   | MAR 2003             |               |                      |                    |
|----------------------------------|-------------------|-----------------------------|----------------|----------|-------------------|----------|-----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|
|                                  |                   |                             |                |          | MATCHED           |          | UNMATCHED | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |
|                                  |                   |                             |                |          | Actual (7)        | Plan (8) |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |
| BRESCIA/MONTICHIARI              | STANSTED          | RYANAIR                     | S              | A        | 53                | 0        | 1         | 66                         | 25            | 9             | 0                | 0                | 0                 | 11                   | 80            | 9                    | 30                 |
|                                  | STANSTED          | RYANAIR                     | S              | D        | 53                | 0        | 1         | 72                         | 21            | 8             | 0                | 0                | 0                 | 12                   | 58            | 17                   | 31                 |
| <b>TOTAL BRESCIA/MONTICHIARI</b> |                   |                             |                |          | <b>108</b>        | <b>0</b> | <b>2</b>  | <b>69</b>                  | <b>22</b>     | <b>8</b>      | <b>0</b>         | <b>0</b>         | <b>0</b>          | <b>12</b>            | <b>69</b>     | <b>13</b>            | <b>13</b>          |
| BREST                            | STANSTED          | RYANAIR                     | S              | A        | 31                | 0        | 0         | 90                         | 3             | 6             | 0                | 0                | 0                 | 4                    | 0             | 0                    | 0                  |
|                                  | STANSTED          | RYANAIR                     | S              | D        | 31                | 0        | 0         | 87                         | 10            | 3             | 0                | 0                | 0                 | 7                    | 0             | 0                    | 0                  |
| <b>TOTAL BREST</b>               |                   |                             |                |          | <b>62</b>         | <b>0</b> | <b>0</b>  | <b>89</b>                  | <b>6</b>      | <b>5</b>      | <b>0</b>         | <b>0</b>         | <b>0</b>          | <b>6</b>             | <b>94</b>     | <b>5</b>             | <b>5</b>           |
| BRIDGETOWN                       | GATWICK           | BRITANNIA AIRWAYS           | C              | A        | 9                 | 0        | 0         | 89                         | 0             | 11            | 0                | 0                | 0                 | 5                    | 100           | 4                    | 4                  |
|                                  | GATWICK           | BRITANNIA AIRWAYS           | C              | D        | 11                | 0        | 0         | 64                         | 18            | 0             | 9                | 9                | 0                 | 32                   | 100           | 4                    | 4                  |
|                                  | GLASGOW           | BRITANNIA AIRWAYS           | C              | D        | 2                 | 0        | 0         | 100                        | 0             | 0             | 0                | 0                | 0                 | 11                   | 0             | 0                    | 0                  |
|                                  | MANCHESTER        | BRITANNIA AIRWAYS           | C              | A        | 5                 | 0        | 0         | 60                         | 40            | 0             | 0                | 0                | 0                 | 9                    | 100           | 0                    | 3                  |
|                                  | MANCHESTER        | BRITANNIA AIRWAYS           | C              | D        | 5                 | 0        | 0         | 80                         | 20            | 0             | 0                | 0                | 0                 | 6                    | 100           | 2                    | 4                  |
|                                  | GATWICK           | BRITISH AIRWAYS PLC         | S              | A        | 44                | 0        | 0         | 89                         | 7             | 0             | 5                | 0                | 0                 | 7                    | 72            | 11                   | 36                 |
|                                  | GATWICK           | BRITISH AIRWAYS PLC         | S              | D        | 44                | 0        | 0         | 86                         | 14            | 0             | 0                | 0                | 0                 | 7                    | 92            | 4                    | 36                 |
|                                  | HEATHROW          | BRITISH AIRWAYS PLC         | S              | A        | 4                 | 0        | 0         | 100                        | 0             | 0             | 0                | 0                | 0                 | 1                    | 60            | 12                   | 5                  |
|                                  | HEATHROW          | BRITISH AIRWAYS PLC         | S              | D        | 4                 | 0        | 0         | 75                         | 25            | 0             | 0                | 0                | 0                 | 8                    | 80            | 13                   | 5                  |
|                                  | GATWICK           | EXCEL AIRWAYS LTD           | C              | A        | 6                 | 0        | 0         | 50                         | 17            | 33            | 0                | 0                | 0                 | 20                   | 0             | 0                    | 0                  |
|                                  | GATWICK           | EXCEL AIRWAYS LTD           | C              | D        | 6                 | 0        | 0         | 50                         | 17            | 33            | 0                | 0                | 0                 | 23                   | 0             | 0                    | 0                  |
|                                  | GATWICK           | MONARCH AIRLINES            | C              | A        | 3                 | 0        | 0         | 67                         | 33            | 0             | 0                | 0                | 0                 | 11                   | 0             | 97                   | 1                  |
|                                  | GATWICK           | MONARCH AIRLINES            | C              | D        | 3                 | 0        | 0         | 33                         | 67            | 0             | 0                | 0                | 0                 | 17                   | 0             | 132                  | 1                  |
|                                  | MANCHESTER        | MY TRAVEL AIRWAYS UK        | C              | A        | 4                 | 0        | 0         | 50                         | 50            | 0             | 0                | 0                | 0                 | 15                   | 13            | 215                  | 8                  |
|                                  | MANCHESTER        | MY TRAVEL AIRWAYS UK        | C              | D        | 4                 | 0        | 0         | 100                        | 0             | 0             | 0                | 0                | 0                 | 4                    | 60            | 53                   | 10                 |
|                                  | GATWICK           | THOMAS COOK AIRLINES LTD    | C              | A        | 8                 | 0        | 0         | 88                         | 0             | 13            | 0                | 0                | 0                 | 5                    | 0             | 0                    | 0                  |
|                                  | GATWICK           | THOMAS COOK AIRLINES LTD    | C              | D        | 8                 | 0        | 0         | 63                         | 13            | 25            | 0                | 0                | 0                 | 17                   | 0             | 0                    | 0                  |
|                                  | MANCHESTER        | THOMAS COOK AIRLINES LTD    | C              | A        | 8                 | 0        | 0         | 63                         | 13            | 13            | 0                | 0                | 13                | 97                   | 0             | 0                    | 0                  |
|                                  | MANCHESTER        | THOMAS COOK AIRLINES LTD    | C              | D        | 8                 | 0        | 0         | 88                         | 0             | 13            | 0                | 0                | 0                 | 10                   | 0             | 0                    | 0                  |
|                                  | GATWICK           | VIRGIN ATLANTIC AIRWAYS LTD | S              | A        | 29                | 0        | 0         | 93                         | 3             | 3             | 0                | 0                | 0                 | 3                    | 64            | 27                   | 22                 |
|                                  | GATWICK           | VIRGIN ATLANTIC AIRWAYS LTD | S              | D        | 29                | 0        | 0         | 48                         | 38            | 10            | 3                | 0                | 0                 | 19                   | 64            | 15                   | 22                 |
| <b>TOTAL BRIDGETOWN</b>          |                   |                             |                |          | <b>249</b>        | <b>1</b> | <b>0</b>  | <b>76</b>                  | <b>14</b>     | <b>6</b>      | <b>2</b>         | <b>0</b>         | <b>0</b>          | <b>14</b>            | <b>69</b>     | <b>36</b>            | <b>36</b>          |
| BRISTOL                          | MANCHESTER        | AIR SOUTHWEST               | S              | A        | 22                | 0        | 0         | 91                         | 5             | 5             | 0                | 0                | 0                 | 4                    | 0             | 0                    | 0                  |
|                                  | MANCHESTER        | AIR SOUTHWEST               | S              | D        | 26                | 0        | 0         | 96                         | 0             | 4             | 0                | 0                | 0                 | 2                    | 0             | 0                    | 0                  |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: B

| ORIGIN / DESTINATION | REPORTING AIRPORT | AIRLINE                         | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         | MAR 2003                   |                     |                            |                          |           |
|----------------------|-------------------|---------------------------------|-------------------|-------------|-------------------|----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|-----------|
|                      |                   |                                 |                   |             | Actual<br>(7)     | Plan (8) | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |           |
|                      |                   |                                 |                   |             |                   |          |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          | MATCHED   |
| BRISTOL              | EDINBURGH         | BRITISH AIRWAYS CITIEXPRESS LTD | S                 | A           | 111               | 0        | 0                          | 80               | 6                | 5                      | 8                      | 0                       | 0                          | 13                  | 88                         | 4                        | 103       |
|                      | EDINBURGH         | BRITISH AIRWAYS CITIEXPRESS LTD | S                 | D           | 114               | 0        | 0                          | 76               | 10               | 6                      | 8                      | 0                       | 0                          | 14                  | 86                         | 11                       | 108       |
|                      | GLASGOW           | BRITISH AIRWAYS CITIEXPRESS LTD | S                 | A           | 75                | 0        | 0                          | 84               | 8                | 4                      | 4                      | 0                       | 0                          | 9                   | 79                         | 10                       | 76        |
|                      | GLASGOW           | BRITISH AIRWAYS CITIEXPRESS LTD | S                 | D           | 109               | 0        | 0                          | 84               | 6                | 5                      | 4                      | 1                       | 0                          | 9                   | 83                         | 10                       | 105       |
|                      | EDINBURGH         | EASYJET AIRLINE COMPANY LTD     | S                 | A           | 81                | 1        | 3                          | 80               | 12               | 4                      | 4                      | 0                       | 0                          | 10                  | 81                         | 11                       | 107       |
|                      | EDINBURGH         | EASYJET AIRLINE COMPANY LTD     | S                 | D           | 81                | 1        | 3                          | 67               | 20               | 10                     | 2                      | 1                       | 0                          | 18                  | 72                         | 14                       | 107       |
|                      | GLASGOW           | EASYJET AIRLINE COMPANY LTD     | S                 | A           | 82                | 2        | 1                          | 79               | 9                | 5                      | 6                      | 1                       | 0                          | 16                  | 73                         | 10                       | 82        |
|                      | GLASGOW           | EASYJET AIRLINE COMPANY LTD     | S                 | D           | 81                | 2        | 2                          | 70               | 12               | 9                      | 5                      | 4                       | 0                          | 22                  | 65                         | 15                       | 82        |
|                      | NEWCASTLE         | EASYJET AIRLINE COMPANY LTD     | S                 | A           | 83                | 1        | 1                          | 80               | 11               | 6                      | 4                      | 0                       | 0                          | 12                  | 0                          | 0                        | 0         |
|                      | NEWCASTLE         | EASYJET AIRLINE COMPANY LTD     | S                 | D           | 83                | 1        | 1                          | 73               | 17               | 6                      | 4                      | 0                       | 0                          | 14                  | 0                          | 0                        | 0         |
| <b>TOTAL BRISTOL</b> |                   |                                 |                   |             | <b>948</b>        | <b>9</b> | <b>11</b>                  | <b>78</b>        | <b>10</b>        | <b>6</b>               | <b>5</b>               | <b>1</b>                | <b>0</b>                   | <b>13</b>           | <b>80</b>                  | <b>11</b>                | <b>11</b> |
| BRUSSELS             | HEATHROW          | BMI BRITISH MIDLAND             | S                 | A           | 189               | 0        | 0                          | 68               | 12               | 14                     | 5                      | 1                       | 0                          | 16                  | 91                         | 5                        | 178       |
|                      | HEATHROW          | BMI BRITISH MIDLAND             | S                 | D           | 189               | 0        | 0                          | 62               | 19               | 14                     | 5                      | 0                       | 0                          | 18                  | 85                         | 8                        | 178       |
|                      | EDINBURGH         | BMI REGIONAL                    | S                 | A           | 76                | 0        | 0                          | 95               | 3                | 3                      | 0                      | 0                       | 0                          | 4                   | 86                         | 7                        | 77        |
|                      | EDINBURGH         | BMI REGIONAL                    | S                 | D           | 77                | 0        | 0                          | 90               | 8                | 3                      | 0                      | 0                       | 0                          | 5                   | 86                         | 7                        | 78        |
|                      | MANCHESTER        | BRITISH AIRWAYS CITIEXPRESS LTD | S                 | A           | 71                | 0        | 0                          | 94               | 1                | 4                      | 0                      | 0                       | 0                          | 4                   | 0                          | 0                        | 0         |
|                      | MANCHESTER        | BRITISH AIRWAYS CITIEXPRESS LTD | S                 | D           | 71                | 0        | 0                          | 93               | 4                | 1                      | 1                      | 0                       | 0                          | 4                   | 0                          | 0                        | 0         |
|                      | HEATHROW          | BRITISH AIRWAYS PLC             | S                 | A           | 231               | 0        | 1                          | 77               | 10               | 9                      | 5                      | 0                       | 0                          | 12                  | 89                         | 5                        | 261       |
|                      | HEATHROW          | BRITISH AIRWAYS PLC             | S                 | D           | 231               | 0        | 1                          | 76               | 15               | 6                      | 3                      | 0                       | 0                          | 12                  | 88                         | 6                        | 261       |
|                      | BIRMINGHAM        | SN BRUSSELS AIRLINES            | S                 | A           | 126               | 0        | 9                          | 90               | 5                | 5                      | 0                      | 0                       | 0                          | 6                   | 91                         | 5                        | 148       |
|                      | BIRMINGHAM        | SN BRUSSELS AIRLINES            | S                 | D           | 129               | 0        | 6                          | 93               | 6                | 1                      | 0                      | 0                       | 0                          | 3                   | 98                         | 1                        | 143       |
|                      | EDINBURGH         | SN BRUSSELS AIRLINES            | C                 | A           | 2                 | 0        | 0                          | 50               | 0                | 50                     | 0                      | 0                       | 0                          | 19                  | 0                          | 0                        | 0         |
|                      | EDINBURGH         | SN BRUSSELS AIRLINES            | C                 | D           | 2                 | 0        | 0                          | 100              | 0                | 0                      | 0                      | 0                       | 0                          | 3                   | 0                          | 0                        | 0         |
|                      | GATWICK           | SN BRUSSELS AIRLINES            | S                 | A           | 50                | 0        | 0                          | 84               | 10               | 6                      | 0                      | 0                       | 0                          | 8                   | 0                          | 0                        | 0         |
|                      | GATWICK           | SN BRUSSELS AIRLINES            | S                 | D           | 50                | 0        | 0                          | 86               | 12               | 2                      | 0                      | 0                       | 0                          | 6                   | 0                          | 0                        | 0         |
|                      | HEATHROW          | SN BRUSSELS AIRLINES            | S                 | A           | 4                 | 0        | 0                          | 75               | 0                | 0                      | 25                     | 0                       | 0                          | 26                  | 0                          | 0                        | 0         |
|                      | HEATHROW          | SN BRUSSELS AIRLINES            | S                 | D           | 4                 | 0        | 0                          | 50               | 25               | 25                     | 0                      | 0                       | 0                          | 18                  | 0                          | 51                       | 1         |
|                      | MANCHESTER        | SN BRUSSELS AIRLINES            | S                 | A           | 85                | 0        | 0                          | 92               | 6                | 1                      | 1                      | 0                       | 0                          | 5                   | 98                         | 3                        | 100       |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: B

| ORIGIN / DESTINATION             | REPORTING AIRPORT | AIRLINE                    | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |           | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  |                   |                      | MAR 2003      |                      |                    |           |  |
|----------------------------------|-------------------|----------------------------|----------------|----------|-------------------|-----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|-----------|--|
|                                  |                   |                            |                |          | MATCHED           |           | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |           |  |
|                                  |                   |                            |                |          | Actual (7)        | Plan (8)  |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |  |
| BRUSSELS                         |                   |                            |                |          |                   |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |  |
|                                  | MANCHESTER        | SN BRUSSELS AIRLINES       | S              | D        | 85                | 0         | 0                          | 94            | 4             | 0                | 1                | 1                 | 0                    | 6             | 100                  | 1                  | 101       |  |
|                                  | NEWCASTLE         | SN BRUSSELS AIRLINES       | S              | A        | 77                | 0         | 0                          | 84            | 13            | 3                | 0                | 0                 | 0                    | 6             | 96                   | 3                  | 77        |  |
|                                  | NEWCASTLE         | SN BRUSSELS AIRLINES       | S              | D        | 77                | 0         | 0                          | 88            | 10            | 1                | 0                | 0                 | 0                    | 6             | 96                   | 5                  | 77        |  |
|                                  | LONDON CITY       | VLM (BELGIUM)              | S              | A        | 150               | 0         | 12                         | 75            | 17            | 7                | 1                | 0                 | 0                    | 10            | 84                   | 12                 | 109       |  |
|                                  | LONDON CITY       | VLM (BELGIUM)              | S              | D        | 147               | 0         | 15                         | 82            | 14            | 2                | 3                | 0                 | 0                    | 9             | 87                   | 6                  | 108       |  |
| <b>TOTAL BRUSSELS</b>            |                   |                            |                |          | <b>2123</b>       | <b>1</b>  | <b>44</b>                  | <b>81</b>     | <b>11</b>     | <b>6</b>         | <b>2</b>         | <b>0</b>          | <b>0</b>             | <b>9</b>      | <b>89</b>            | <b>6</b>           | <b>6</b>  |  |
| BUCHAREST (OTOPENI)              |                   |                            |                |          |                   |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |  |
|                                  | HEATHROW          | BRITISH AIRWAYS PLC        | S              | A        | 31                | 0         | 0                          | 84            | 6             | 10               | 0                | 0                 | 0                    | 5             | 97                   | 2                  | 31        |  |
|                                  | HEATHROW          | BRITISH AIRWAYS PLC        | S              | D        | 31                | 0         | 0                          | 77            | 10            | 13               | 0                | 0                 | 0                    | 11            | 87                   | 8                  | 31        |  |
|                                  | HEATHROW          | TAROM                      | S              | A        | 31                | 0         | 0                          | 71            | 13            | 16               | 0                | 0                 | 0                    | 12            | 70                   | 19                 | 30        |  |
|                                  | HEATHROW          | TAROM                      | S              | D        | 31                | 0         | 0                          | 71            | 16            | 13               | 0                | 0                 | 0                    | 11            | 73                   | 16                 | 30        |  |
| <b>TOTAL BUCHAREST (OTOPENI)</b> |                   |                            |                |          | <b>125</b>        | <b>0</b>  | <b>0</b>                   | <b>75</b>     | <b>11</b>     | <b>14</b>        | <b>0</b>         | <b>0</b>          | <b>0</b>             | <b>10</b>     | <b>81</b>            | <b>11</b>          | <b>11</b> |  |
| BUDAPEST                         |                   |                            |                |          |                   |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |  |
|                                  | GATWICK           | BRITISH AIRWAYS PLC        | S              | A        | 3                 | 0         | 0                          | 67            | 33            | 0                | 0                | 0                 | 0                    | 12            | 0                    | 0                  | 0         |  |
|                                  | GATWICK           | BRITISH AIRWAYS PLC        | S              | D        | 3                 | 0         | 0                          | 67            | 33            | 0                | 0                | 0                 | 0                    | 9             | 0                    | 0                  | 0         |  |
|                                  | HEATHROW          | BRITISH AIRWAYS PLC        | S              | A        | 62                | 0         | 0                          | 65            | 15            | 18               | 3                | 0                 | 0                    | 14            | 76                   | 8                  | 62        |  |
|                                  | HEATHROW          | BRITISH AIRWAYS PLC        | S              | D        | 62                | 0         | 0                          | 69            | 21            | 10               | 0                | 0                 | 0                    | 11            | 85                   | 8                  | 62        |  |
|                                  | HEATHROW          | MALEV (HUNGARIAN AIRLINES) | S              | A        | 62                | 0         | 0                          | 63            | 15            | 11               | 11               | 0                 | 0                    | 18            | 77                   | 10                 | 62        |  |
|                                  | HEATHROW          | MALEV (HUNGARIAN AIRLINES) | S              | D        | 62                | 0         | 0                          | 81            | 10            | 8                | 2                | 0                 | 0                    | 10            | 89                   | 7                  | 62        |  |
|                                  | STANSTED          | MALEV (HUNGARIAN AIRLINES) | S              | A        | 50                | 1         | 0                          | 96            | 4             | 0                | 0                | 0                 | 0                    | 3             | 0                    | 0                  | 0         |  |
|                                  | STANSTED          | MALEV (HUNGARIAN AIRLINES) | S              | D        | 50                | 1         | 0                          | 80            | 12            | 8                | 0                | 0                 | 0                    | 7             | 0                    | 0                  | 0         |  |
| <b>TOTAL BUDAPEST</b>            |                   |                            |                |          | <b>354</b>        | <b>64</b> | <b>0</b>                   | <b>75</b>     | <b>13</b>     | <b>9</b>         | <b>3</b>         | <b>0</b>          | <b>0</b>             | <b>11</b>     | <b>83</b>            | <b>8</b>           | <b>8</b>  |  |
| BUENOS AIRES                     |                   |                            |                |          |                   |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |  |
|                                  | HEATHROW          | BRITISH AIRWAYS PLC        | S              | A        | 18                | 0         | 0                          | 56            | 17            | 17               | 6                | 6                 | 0                    | 31            | 86                   | 8                  | 14        |  |
|                                  | HEATHROW          | BRITISH AIRWAYS PLC        | S              | D        | 18                | 0         | 0                          | 89            | 0             | 6                | 6                | 0                 | 0                    | 13            | 79                   | 7                  | 14        |  |
| <b>TOTAL BUENOS AIRES</b>        |                   |                            |                |          | <b>36</b>         | <b>0</b>  | <b>0</b>                   | <b>72</b>     | <b>8</b>      | <b>11</b>        | <b>6</b>         | <b>3</b>          | <b>0</b>             | <b>22</b>     | <b>82</b>            | <b>8</b>           | <b>8</b>  |  |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: C

| ORIGIN / DESTINATION          | REPORTING AIRPORT | AIRLINE              | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         | MAR 2003                   |                     |                            |                          |           |           |
|-------------------------------|-------------------|----------------------|-------------------|-------------|-------------------|----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|-----------|-----------|
|                               |                   |                      |                   |             | Actual<br>(7)     | Plan (8) | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |           |           |
|                               |                   |                      |                   |             |                   |          |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          | MATCHED   | UNMATCHED |
| CAEN                          |                   |                      |                   |             |                   |          |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |           |           |
| CAGLIARI (ELMAS)              |                   |                      |                   |             |                   |          |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |           |           |
|                               | LUTON             | VOLARE AIRLINES      | S                 | A           | 12                | 0        | 0                          | 25               | 17               | 42                     | 17                     | 0                       | 0                          | 34                  | 0                          | 0                        | 0         | 0         |
|                               | LUTON             | VOLARE AIRLINES      | S                 | D           | 12                | 0        | 0                          | 0                | 42               | 42                     | 17                     | 0                       | 0                          | 50                  | 0                          | 0                        | 0         | 0         |
| <b>TOTAL CAGLIARI (ELMAS)</b> |                   |                      |                   |             | <b>26</b>         | <b>0</b> | <b>0</b>                   | <b>15</b>        | <b>27</b>        | <b>38</b>              | <b>19</b>              | <b>0</b>                | <b>0</b>                   | <b>42</b>           | <b>67</b>                  | <b>8</b>                 | <b>8</b>  | <b>8</b>  |
| CAIRO                         |                   |                      |                   |             |                   |          |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |           |           |
|                               | HEATHROW          | BRITISH AIRWAYS PLC  | S                 | A           | 31                | 0        | 0                          | 84               | 13               | 3                      | 0                      | 0                       | 0                          | 5                   | 97                         | 2                        | 30        |           |
|                               | HEATHROW          | BRITISH AIRWAYS PLC  | S                 | D           | 31                | 0        | 0                          | 52               | 16               | 19                     | 10                     | 3                       | 0                          | 30                  | 73                         | 13                       | 30        |           |
|                               | HEATHROW          | EGYPT AIR            | S                 | A           | 31                | 0        | 0                          | 16               | 35               | 45                     | 3                      | 0                       | 0                          | 33                  | 35                         | 25                       | 31        |           |
|                               | HEATHROW          | EGYPT AIR            | S                 | D           | 31                | 0        | 0                          | 13               | 19               | 58                     | 10                     | 0                       | 0                          | 39                  | 48                         | 21                       | 31        |           |
| <b>TOTAL CAIRO</b>            |                   |                      |                   |             | <b>124</b>        | <b>0</b> | <b>0</b>                   | <b>41</b>        | <b>21</b>        | <b>31</b>              | <b>6</b>               | <b>1</b>                | <b>0</b>                   | <b>27</b>           | <b>62</b>                  | <b>16</b>                | <b>16</b> | <b>16</b> |
| CALCUTTA                      |                   |                      |                   |             |                   |          |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |           |           |
|                               | HEATHROW          | BRITISH AIRWAYS PLC  | S                 | A           | 13                | 0        | 0                          | 69               | 8                | 8                      | 15                     | 0                       | 0                          | 18                  | 67                         | 25                       | 9         |           |
|                               | HEATHROW          | BRITISH AIRWAYS PLC  | S                 | D           | 13                | 0        | 0                          | 77               | 15               | 8                      | 0                      | 0                       | 0                          | 12                  | 44                         | 46                       | 9         |           |
| <b>TOTAL CALCUTTA</b>         |                   |                      |                   |             | <b>26</b>         | <b>0</b> | <b>0</b>                   | <b>73</b>        | <b>12</b>        | <b>8</b>               | <b>8</b>               | <b>0</b>                | <b>0</b>                   | <b>15</b>           | <b>56</b>                  | <b>36</b>                | <b>36</b> | <b>36</b> |
| CALGARY                       |                   |                      |                   |             |                   |          |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |           |           |
|                               | HEATHROW          | AIR CANADA           | S                 | A           | 36                | 0        | 0                          | 61               | 19               | 11                     | 6                      | 3                       | 0                          | 21                  | 44                         | 27                       | 32        |           |
|                               | HEATHROW          | AIR CANADA           | S                 | D           | 36                | 0        | 0                          | 44               | 42               | 11                     | 3                      | 0                       | 0                          | 19                  | 65                         | 17                       | 31        |           |
|                               | GATWICK           | MONARCH AIRLINES     | C                 | A           | 8                 | 0        | 0                          | 100              | 0                | 0                      | 0                      | 0                       | 0                          | 3                   | 44                         | 88                       | 9         |           |
|                               | GATWICK           | MONARCH AIRLINES     | C                 | D           | 9                 | 0        | 0                          | 78               | 11               | 11                     | 0                      | 0                       | 0                          | 13                  | 44                         | 83                       | 9         |           |
|                               | MANCHESTER        | MY TRAVEL AIRWAYS UK | C                 | A           | 8                 | 0        | 0                          | 50               | 13               | 25                     | 13                     | 0                       | 0                          | 26                  | 14                         | 296                      | 7         |           |
|                               | MANCHESTER        | MY TRAVEL AIRWAYS UK | C                 | D           | 9                 | 0        | 0                          | 56               | 22               | 11                     | 11                     | 0                       | 0                          | 19                  | 44                         | 127                      | 9         |           |
| <b>TOTAL CALGARY</b>          |                   |                      |                   |             | <b>106</b>        | <b>0</b> | <b>0</b>                   | <b>58</b>        | <b>25</b>        | <b>11</b>              | <b>5</b>               | <b>1</b>                | <b>0</b>                   | <b>19</b>           | <b>48</b>                  | <b>63</b>                | <b>63</b> | <b>63</b> |
| CAMBRIDGE                     |                   |                      |                   |             |                   |          |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |           |           |
| CAMPBELTOWN                   |                   |                      |                   |             |                   |          |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |           |           |
|                               | GLASGOW           | LOGANAIR             | S                 | A           | 44                | 0        | 0                          | 91               | 0                | 7                      | 2                      | 0                       | 0                          | 6                   | 89                         | 6                        | 38        |           |
|                               | GLASGOW           | LOGANAIR             | S                 | D           | 45                | 0        | 0                          | 91               | 0                | 0                      | 9                      | 0                       | 0                          | 8                   | 88                         | 9                        | 40        |           |
| <b>TOTAL CAMPBELTOWN</b>      |                   |                      |                   |             | <b>89</b>         | <b>0</b> | <b>0</b>                   | <b>91</b>        | <b>0</b>         | <b>3</b>               | <b>6</b>               | <b>0</b>                | <b>0</b>                   | <b>7</b>            | <b>88</b>                  | <b>7</b>                 | <b>7</b>  | <b>7</b>  |
| CANCUN                        |                   |                      |                   |             |                   |          |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |           |           |
|                               | GATWICK           | BRITANNIA AIRWAYS    | C                 | A           | 5                 | 0        | 0                          | 80               | 0                | 20                     | 0                      | 0                       | 0                          | 12                  | 50                         | 33                       | 4         |           |
|                               | GATWICK           | BRITANNIA AIRWAYS    | C                 | D           | 5                 | 0        | 0                          | 100              | 0                | 0                      | 0                      | 0                       | 0                          | 5                   | 100                        | 8                        | 5         |           |
|                               | MANCHESTER        | BRITANNIA AIRWAYS    | C                 | A           | 3                 | 1        | 0                          | 33               | 33               | 0                      | 33                     | 0                       | 0                          | 36                  | 0                          | 0                        | 0         |           |
|                               | MANCHESTER        | BRITANNIA AIRWAYS    | C                 | D           | 4                 | 0        | 0                          | 50               | 25               | 0                      | 25                     | 0                       | 0                          | 27                  | 0                          | 0                        | 0         |           |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: C

| ORIGIN / DESTINATION       | REPORTING AIRPORT | AIRLINE                     | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |           |          | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         | MAR 2003                   |                     |                            |                          |  |
|----------------------------|-------------------|-----------------------------|-------------------|-------------|-------------------|-----------|----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|--|
|                            |                   |                             |                   |             | Actual<br>(7)     | UNMATCHED |          | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |  |
|                            |                   |                             |                   |             |                   | Plan (8)  |          |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
| CANCUN                     |                   |                             |                   |             |                   |           |          |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                            | GATWICK           | FIRST CHOICE AIRWAYS LTD    | C                 | A           | 7                 | 0         | 0        | 29                         | 14               | 29               | 0                      | 29                     | 0                       | 78                         | 50                  | 36                         | 4                        |  |
|                            | GATWICK           | FIRST CHOICE AIRWAYS LTD    | C                 | D           | 5                 | 0         | 0        | 60                         | 0                | 20               | 0                      | 20                     | 0                       | 50                         | 75                  | 21                         | 4                        |  |
|                            | MANCHESTER        | FIRST CHOICE AIRWAYS LTD    | C                 | A           | 5                 | 0         | 0        | 60                         | 0                | 20               | 20                     | 0                      | 0                       | 20                         | 25                  | 50                         | 4                        |  |
|                            | MANCHESTER        | FIRST CHOICE AIRWAYS LTD    | C                 | D           | 5                 | 0         | 0        | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 4                          | 75                  | 38                         | 4                        |  |
|                            | GATWICK           | MY TRAVEL AIRWAYS UK        | C                 | A           | 4                 | 0         | 0        | 25                         | 0                | 50               | 25                     | 0                      | 0                       | 42                         | 0                   | 65                         | 5                        |  |
|                            | GATWICK           | MY TRAVEL AIRWAYS UK        | C                 | D           | 5                 | 0         | 0        | 80                         | 20               | 0                | 0                      | 0                      | 0                       | 11                         | 25                  | 22                         | 4                        |  |
|                            | MANCHESTER        | MY TRAVEL AIRWAYS UK        | C                 | A           | 2                 | 1         | 0        | 50                         | 0                | 50               | 0                      | 0                      | 0                       | 31                         | 50                  | 56                         | 4                        |  |
|                            | MANCHESTER        | MY TRAVEL AIRWAYS UK        | C                 | D           | 6                 | 0         | 0        | 50                         | 33               | 0                | 17                     | 0                      | 0                       | 28                         | 25                  | 76                         | 4                        |  |
| <b>TOTAL CANCUN</b>        |                   |                             |                   |             | <b>57</b>         | <b>2</b>  | <b>0</b> | <b>60</b>                  | <b>11</b>        | <b>14</b>        | <b>11</b>              | <b>5</b>               | <b>0</b>                | <b>30</b>                  | <b>48</b>           | <b>40</b>                  | <b>40</b>                |  |
| CAPE TOWN                  |                   |                             |                   |             |                   |           |          |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                            | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | A           | 43                | 0         | 0        | 88                         | 5                | 2                | 5                      | 0                      | 0                       | 11                         | 89                  | 43                         | 44                       |  |
|                            | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | D           | 43                | 0         | 0        | 60                         | 30               | 7                | 0                      | 2                      | 0                       | 20                         | 70                  | 15                         | 44                       |  |
|                            | MANCHESTER        | ICELANDAIR                  | C                 | A           | 9                 | 1         | 0        | 33                         | 0                | 22               | 33                     | 11                     | 0                       | 62                         | 0                   | 0                          | 0                        |  |
|                            | MANCHESTER        | ICELANDAIR                  | C                 | D           | 9                 | 0         | 0        | 67                         | 33               | 0                | 0                      | 0                      | 0                       | 11                         | 0                   | 0                          | 0                        |  |
|                            | HEATHROW          | SOUTH AFRICAN AIRWAYS       | S                 | A           | 38                | 0         | 0        | 79                         | 5                | 8                | 8                      | 0                      | 0                       | 14                         | 97                  | 5                          | 31                       |  |
|                            | HEATHROW          | SOUTH AFRICAN AIRWAYS       | S                 | D           | 38                | 0         | 0        | 68                         | 26               | 3                | 3                      | 0                      | 0                       | 13                         | 77                  | 12                         | 31                       |  |
|                            | HEATHROW          | VIRGIN ATLANTIC AIRWAYS LTD | S                 | A           | 13                | 0         | 0        | 62                         | 23               | 0                | 8                      | 0                      | 8                       | 96                         | 75                  | 20                         | 8                        |  |
|                            | HEATHROW          | VIRGIN ATLANTIC AIRWAYS LTD | S                 | D           | 13                | 0         | 0        | 46                         | 38               | 15               | 0                      | 0                      | 0                       | 17                         | 67                  | 9                          | 9                        |  |
| <b>TOTAL CAPE TOWN</b>     |                   |                             |                   |             | <b>206</b>        | <b>1</b>  | <b>0</b> | <b>69</b>                  | <b>18</b>        | <b>6</b>         | <b>5</b>               | <b>1</b>               | <b>0</b>                | <b>22</b>                  | <b>81</b>           | <b>20</b>                  | <b>20</b>                |  |
| CARCASSONNE                |                   |                             |                   |             |                   |           |          |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                            | STANSTED          | RYANAIR                     | S                 | A           | 31                | 0         | 3        | 97                         | 0                | 3                | 0                      | 0                      | 0                       | 1                          | 90                  | 21                         | 30                       |  |
|                            | STANSTED          | RYANAIR                     | S                 | D           | 31                | 0         | 0        | 77                         | 19               | 3                | 0                      | 0                      | 0                       | 9                          | 81                  | 9                          | 31                       |  |
| <b>TOTAL CARCASSONNE</b>   |                   |                             |                   |             | <b>62</b>         | <b>0</b>  | <b>3</b> | <b>87</b>                  | <b>10</b>        | <b>3</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>5</b>                   | <b>85</b>           | <b>15</b>                  | <b>15</b>                |  |
| CARDIFF WALES              |                   |                             |                   |             |                   |           |          |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                            | NEWCASTLE         | AIR WALES LTD               | S                 | A           | 49                | 1         | 0        | 73                         | 10               | 8                | 6                      | 2                      | 0                       | 17                         | 0                   | 0                          | 0                        |  |
|                            | NEWCASTLE         | AIR WALES LTD               | S                 | D           | 49                | 1         | 0        | 82                         | 2                | 10               | 4                      | 2                      | 0                       | 15                         | 0                   | 0                          | 0                        |  |
|                            | EDINBURGH         | BMI BRITISH MIDLAND         | S                 | A           | 20                | 0         | 0        | 95                         | 5                | 0                | 0                      | 0                      | 0                       | 4                          | 74                  | 14                         | 53                       |  |
|                            | EDINBURGH         | BMI BRITISH MIDLAND         | S                 | D           | 20                | 0         | 0        | 60                         | 25               | 5                | 10                     | 0                      | 0                       | 19                         | 60                  | 22                         | 53                       |  |
|                            | EDINBURGH         | BMIBABY LTD                 | S                 | A           | 38                | 0         | 0        | 63                         | 18               | 11               | 8                      | 0                      | 0                       | 23                         | 0                   | 0                          | 0                        |  |
|                            | EDINBURGH         | BMIBABY LTD                 | S                 | D           | 38                | 0         | 0        | 55                         | 18               | 18               | 3                      | 5                      | 0                       | 28                         | 0                   | 0                          | 0                        |  |
| <b>TOTAL CARDIFF WALES</b> |                   |                             |                   |             | <b>214</b>        | <b>2</b>  | <b>0</b> | <b>71</b>                  | <b>12</b>        | <b>10</b>        | <b>5</b>               | <b>2</b>               | <b>0</b>                | <b>18</b>                  | <b>70</b>           | <b>16</b>                  | <b>16</b>                |  |
| CASABLANCA MOHAMED V       |                   |                             |                   |             |                   |           |          |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: C

| ORIGIN / DESTINATION              | REPORTING AIRPORT | AIRLINE                         | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |           |           | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  |                   | MAR 2003             |               |                      |                    |  |
|-----------------------------------|-------------------|---------------------------------|----------------|----------|-------------------|-----------|-----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|--|
|                                   |                   |                                 |                |          | MATCHED           |           | UNMATCHED | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |  |
|                                   |                   |                                 |                |          | Actual (7)        | Plan (8)  |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
| CASABLANCA MOHAMED V              |                   |                                 |                |          |                   |           |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                                   | HEATHROW          | ROYAL AIR MAROC                 |                | S A      | 31                | 0         | 0         | 61                         | 10            | 16            | 10               | 3                | 0                 | 26                   | 71            | 20                   | 31                 |  |
|                                   | HEATHROW          | ROYAL AIR MAROC                 |                | S D      | 31                | 0         | 0         | 61                         | 13            | 16            | 6                | 3                | 0                 | 23                   | 77            | 16                   | 31                 |  |
| <b>TOTAL CASABLANCA MOHAMED V</b> |                   |                                 |                |          | <b>62</b>         | <b>0</b>  | <b>0</b>  | <b>61</b>                  | <b>11</b>     | <b>16</b>     | <b>8</b>         | <b>3</b>         | <b>0</b>          | <b>25</b>            | <b>74</b>     | <b>18</b>            | <b>18</b>          |  |
| CATANIA (FONTANAROSSA)            |                   |                                 |                |          |                   |           |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
| CHAMBERY                          |                   |                                 |                |          |                   |           |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                                   | GATWICK           | ASTRAEUS LTD                    |                | C A      | 12                | 0         | 0         | 58                         | 8             | 17            | 17               | 0                | 0                 | 31                   | 0             | 0                    | 0                  |  |
|                                   | GATWICK           | ASTRAEUS LTD                    |                | C D      | 12                | 0         | 0         | 83                         | 0             | 17            | 0                | 0                | 0                 | 11                   | 0             | 0                    | 0                  |  |
|                                   | MANCHESTER        | ASTRAEUS LTD                    |                | C A      | 8                 | 0         | 0         | 63                         | 13            | 13            | 13               | 0                | 0                 | 21                   | 0             | 0                    | 0                  |  |
|                                   | MANCHESTER        | ASTRAEUS LTD                    |                | C D      | 8                 | 0         | 0         | 75                         | 0             | 25            | 0                | 0                | 0                 | 14                   | 0             | 0                    | 0                  |  |
|                                   | BIRMINGHAM        | BRITISH AIRWAYS CITIEXPRESS LTD |                | C A      | 8                 | 0         | 0         | 50                         | 25            | 25            | 0                | 0                | 0                 | 14                   | 0             | 0                    | 0                  |  |
|                                   | BIRMINGHAM        | BRITISH AIRWAYS CITIEXPRESS LTD |                | C D      | 8                 | 0         | 0         | 50                         | 13            | 38            | 0                | 0                | 0                 | 24                   | 0             | 0                    | 0                  |  |
|                                   | GATWICK           | BRITISH AIRWAYS PLC             |                | C A      | 18                | 5         | 0         | 72                         | 6             | 6             | 17               | 0                | 0                 | 19                   | 79            | 22                   | 24                 |  |
|                                   | GATWICK           | BRITISH AIRWAYS PLC             |                | C D      | 16                | 8         | 0         | 88                         | 6             | 0             | 6                | 0                | 0                 | 12                   | 58            | 20                   | 24                 |  |
|                                   | BIRMINGHAM        | EXCEL AIRWAYS LTD               |                | C A      | 4                 | 0         | 0         | 100                        | 0             | 0             | 0                | 0                | 0                 | 1                    | 75            | 7                    | 4                  |  |
|                                   | BIRMINGHAM        | EXCEL AIRWAYS LTD               |                | C D      | 4                 | 0         | 0         | 75                         | 0             | 0             | 25               | 0                | 0                 | 45                   | 75            | 7                    | 4                  |  |
|                                   | GATWICK           | EXCEL AIRWAYS LTD               |                | C A      | 12                | 0         | 0         | 50                         | 8             | 25            | 17               | 0                | 0                 | 31                   | 30            | 52                   | 10                 |  |
|                                   | GATWICK           | EXCEL AIRWAYS LTD               |                | C D      | 12                | 0         | 0         | 75                         | 0             | 25            | 0                | 0                | 0                 | 14                   | 80            | 24                   | 10                 |  |
|                                   | MANCHESTER        | EXCEL AIRWAYS LTD               |                | C A      | 8                 | 0         | 0         | 75                         | 0             | 13            | 13               | 0                | 0                 | 22                   | 50            | 85                   | 6                  |  |
|                                   | MANCHESTER        | EXCEL AIRWAYS LTD               |                | C D      | 8                 | 0         | 0         | 75                         | 13            | 13            | 0                | 0                | 0                 | 10                   | 60            | 15                   | 5                  |  |
|                                   | EDINBURGH         | FLYBE.BRITISH EUROPEAN          |                | C A      | 4                 | 0         | 0         | 100                        | 0             | 0             | 0                | 0                | 0                 | 5                    | 100           | 3                    | 8                  |  |
|                                   | EDINBURGH         | FLYBE.BRITISH EUROPEAN          |                | C D      | 4                 | 0         | 0         | 50                         | 25            | 0             | 25               | 0                | 0                 | 23                   | 88            | 6                    | 8                  |  |
|                                   | MANCHESTER        | FLYBE.BRITISH EUROPEAN          |                | C A      | 4                 | 0         | 0         | 50                         | 25            | 25            | 0                | 0                | 0                 | 23                   | 0             | 0                    | 0                  |  |
|                                   | MANCHESTER        | FLYBE.BRITISH EUROPEAN          |                | C D      | 4                 | 0         | 0         | 50                         | 50            | 0             | 0                | 0                | 0                 | 14                   | 0             | 0                    | 0                  |  |
|                                   | NEWCASTLE         | FLYBE.BRITISH EUROPEAN          |                | C A      | 4                 | 0         | 0         | 0                          | 25            | 25            | 50               | 0                | 0                 | 53                   | 40            | 61                   | 5                  |  |
|                                   | NEWCASTLE         | FLYBE.BRITISH EUROPEAN          |                | C D      | 4                 | 0         | 0         | 25                         | 25            | 25            | 25               | 0                | 0                 | 35                   | 50            | 40                   | 4                  |  |
|                                   | GATWICK           | TITAN AIRWAYS LTD               |                | C A      | 4                 | 0         | 0         | 100                        | 0             | 0             | 0                | 0                | 0                 | 3                    | 0             | 0                    | 0                  |  |
|                                   | GATWICK           | TITAN AIRWAYS LTD               |                | C D      | 3                 | 0         | 0         | 67                         | 33            | 0             | 0                | 0                | 0                 | 12                   | 0             | 0                    | 0                  |  |
|                                   | STANSTED          | TITAN AIRWAYS LTD               |                | C A      | 8                 | 0         | 0         | 63                         | 13            | 13            | 13               | 0                | 0                 | 31                   | 70            | 15                   | 10                 |  |
|                                   | STANSTED          | TITAN AIRWAYS LTD               |                | C D      | 8                 | 0         | 0         | 75                         | 13            | 13            | 0                | 0                | 0                 | 13                   | 30            | 31                   | 10                 |  |
| <b>TOTAL CHAMBERY</b>             |                   |                                 |                |          | <b>185</b>        | <b>16</b> | <b>0</b>  | <b>68</b>                  | <b>10</b>     | <b>14</b>     | <b>9</b>         | <b>0</b>         | <b>0</b>          | <b>20</b>            | <b>64</b>     | <b>24</b>            | <b>24</b>          |  |

CHARLEROI

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: C

| ORIGIN / DESTINATION          | REPORTING AIRPORT | AIRLINE                | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         | MAR 2003                   |                     |                            |                          |
|-------------------------------|-------------------|------------------------|-------------------|-------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|
|                               |                   |                        |                   |             | MATCHED           |          | UNMATCHED | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |
|                               |                   |                        |                   |             | Actual<br>(7)     | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |
| CHARLEROI                     | STANSTED          | RYANAIR                | S                 | A           | 85                | 0        | 0         | 91                         | 5                | 1                | 2                      | 1                      | 0                       | 7                          | 97                  | 4                          | 112                      |
|                               | STANSTED          | RYANAIR                | S                 | D           | 85                | 0        | 0         | 82                         | 8                | 6                | 4                      | 0                      | 0                       | 10                         | 79                  | 11                         | 113                      |
| <b>TOTAL CHARLEROI</b>        |                   |                        |                   |             | <b>170</b>        | <b>0</b> | <b>0</b>  | <b>86</b>                  | <b>6</b>         | <b>4</b>         | <b>3</b>               | <b>1</b>               | <b>0</b>                | <b>9</b>                   | <b>88</b>           | <b>8</b>                   | <b>8</b>                 |
| CHARLOTTE                     | GATWICK           | US AIRWAYS             | S                 | A           | 30                | 0        | 1         | 73                         | 13               | 10               | 0                      | 3                      | 0                       | 18                         | 74                  | 10                         | 31                       |
|                               | GATWICK           | US AIRWAYS             | S                 | D           | 30                | 0        | 1         | 63                         | 27               | 3                | 7                      | 0                      | 0                       | 18                         | 87                  | 6                          | 31                       |
| <b>TOTAL CHARLOTTE</b>        |                   |                        |                   |             | <b>60</b>         | <b>0</b> | <b>2</b>  | <b>68</b>                  | <b>20</b>        | <b>7</b>         | <b>3</b>               | <b>2</b>               | <b>0</b>                | <b>18</b>                  | <b>81</b>           | <b>8</b>                   | <b>8</b>                 |
| CHICAGO (O'HARE)              | HEATHROW          | AIR INDIA              | S                 | A           | 14                | 0        | 0         | 64                         | 21               | 7                | 7                      | 0                      | 0                       | 15                         | 79                  | 10                         | 14                       |
|                               | HEATHROW          | AIR INDIA              | S                 | D           | 13                | 0        | 0         | 38                         | 54               | 8                | 0                      | 0                      | 0                       | 16                         | 77                  | 14                         | 13                       |
|                               | HEATHROW          | AMERICAN AIRLINES      | S                 | A           | 124               | 0        | 1         | 65                         | 24               | 6                | 5                      | 0                      | 0                       | 14                         | 81                  | 10                         | 94                       |
|                               | HEATHROW          | AMERICAN AIRLINES      | S                 | D           | 124               | 0        | 0         | 83                         | 12               | 4                | 1                      | 0                      | 0                       | 8                          | 91                  | 7                          | 95                       |
|                               | MANCHESTER        | AMERICAN AIRLINES      | S                 | A           | 31                | 0        | 0         | 52                         | 10               | 29               | 10                     | 0                      | 0                       | 27                         | 87                  | 9                          | 31                       |
|                               | MANCHESTER        | AMERICAN AIRLINES      | S                 | D           | 31                | 0        | 0         | 81                         | 10               | 6                | 3                      | 0                      | 0                       | 9                          | 100                 | 0                          | 31                       |
|                               | MANCHESTER        | BMI BRITISH MIDLAND    | S                 | A           | 29                | 1        | 1         | 52                         | 24               | 14               | 10                     | 0                      | 0                       | 19                         | 79                  | 15                         | 28                       |
|                               | MANCHESTER        | BMI BRITISH MIDLAND    | S                 | D           | 31                | 0        | 0         | 84                         | 3                | 10               | 3                      | 0                      | 0                       | 10                         | 86                  | 19                         | 29                       |
|                               | HEATHROW          | BRITISH AIRWAYS PLC    | S                 | A           | 62                | 0        | 0         | 85                         | 8                | 3                | 3                      | 0                      | 0                       | 7                          | 89                  | 24                         | 62                       |
|                               | HEATHROW          | BRITISH AIRWAYS PLC    | S                 | D           | 62                | 0        | 0         | 63                         | 18               | 15               | 5                      | 0                      | 0                       | 18                         | 70                  | 22                         | 60                       |
|                               | BIRMINGHAM        | PAKISTAN INTL AIRLINES | S                 | A           | 8                 | 0        | 0         | 25                         | 38               | 0                | 25                     | 0                      | 13                      | 167                        | 0                   | 0                          | 0                        |
|                               | BIRMINGHAM        | PAKISTAN INTL AIRLINES | S                 | D           | 8                 | 0        | 0         | 63                         | 13               | 0                | 13                     | 0                      | 13                      | 62                         | 0                   | 0                          | 0                        |
|                               | HEATHROW          | UNITED AIRLINES        | S                 | A           | 93                | 0        | 0         | 62                         | 11               | 18               | 8                      | 1                      | 0                       | 22                         | 86                  | 8                          | 93                       |
|                               | HEATHROW          | UNITED AIRLINES        | S                 | D           | 93                | 0        | 0         | 81                         | 12               | 6                | 1                      | 0                      | 0                       | 9                          | 92                  | 5                          | 93                       |
| <b>TOTAL CHICAGO (O'HARE)</b> |                   |                        |                   |             | <b>724</b>        | <b>1</b> | <b>2</b>  | <b>71</b>                  | <b>15</b>        | <b>9</b>         | <b>4</b>               | <b>0</b>               | <b>0</b>                | <b>16</b>                  | <b>86</b>           | <b>11</b>                  | <b>11</b>                |
| CIEGO DE AVILA                |                   |                        |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |
| CINCINNATI                    | GATWICK           | DELTA AIRLINES         | S                 | A           | 26                | 0        | 0         | 73                         | 19               | 8                | 0                      | 0                      | 0                       | 10                         | 61                  | 26                         | 31                       |
|                               | GATWICK           | DELTA AIRLINES         | S                 | D           | 26                | 0        | 0         | 73                         | 8                | 19               | 0                      | 0                      | 0                       | 15                         | 97                  | 6                          | 31                       |
| <b>TOTAL CINCINNATI</b>       |                   |                        |                   |             | <b>52</b>         | <b>0</b> | <b>0</b>  | <b>73</b>                  | <b>13</b>        | <b>13</b>        | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>12</b>                  | <b>79</b>           | <b>16</b>                  | <b>16</b>                |
| CITY OF DERRY (EGLINTON)      | GLASGOW           | LOGANAIR               | S                 | A           | 31                | 0        | 0         | 87                         | 0                | 6                | 6                      | 0                      | 0                       | 15                         | 93                  | 3                          | 27                       |
|                               | GLASGOW           | LOGANAIR               | S                 | D           | 31                | 0        | 0         | 81                         | 13               | 3                | 3                      | 0                      | 0                       | 12                         | 77                  | 11                         | 31                       |
|                               | STANSTED          | RYANAIR                | S                 | A           | 58                | 0        | 1         | 90                         | 9                | 0                | 2                      | 0                      | 0                       | 4                          | 95                  | 6                          | 57                       |



## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: C

| ORIGIN / DESTINATION                  | REPORTING AIRPORT | AIRLINE                         | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  |                   |                      | MAR 2003      |                      |                    |
|---------------------------------------|-------------------|---------------------------------|----------------|----------|-------------------|----------|-----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|
|                                       |                   |                                 |                |          | MATCHED           |          | UNMATCHED | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |
|                                       |                   |                                 |                |          | Actual (7)        | Plan (8) |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |
| CITY OF DERRY (EGLINTON)              | STANSTED          | RYANAIR                         |                | S D      | 58                | 0        | 1         | 74                         | 16            | 9             | 2                | 0                | 0                 | 13                   | 75            | 15                   | 57                 |
| <b>TOTAL CITY OF DERRY (EGLINTON)</b> |                   |                                 |                |          | <b>178</b>        | <b>0</b> | <b>2</b>  | <b>83</b>                  | <b>10</b>     | <b>4</b>      | <b>3</b>         | <b>0</b>         | <b>0</b>          | <b>10</b>            | <b>86</b>     | <b>8</b>             | <b>8</b>           |
| CLERMONT FERRAND                      |                   |                                 |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |
| CLEVELAND                             |                   |                                 |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |
| COLOGNE (BONN)                        | HEATHROW          | BRITISH AIRWAYS PLC             |                | S A      | 92                | 0        | 0         | 83                         | 9             | 4             | 4                | 0                | 0                 | 9                    | 83            | 7                    | 93                 |
|                                       | HEATHROW          | BRITISH AIRWAYS PLC             |                | S D      | 92                | 0        | 0         | 83                         | 12            | 5             | 0                | 0                | 0                 | 8                    | 85            | 7                    | 93                 |
|                                       | BIRMINGHAM        | DUO AIRWAYS LTD                 |                | S A      | 50                | 0        | 0         | 80                         | 4             | 4             | 12               | 0                | 0                 | 12                   | 0             | 0                    | 0                  |
|                                       | BIRMINGHAM        | DUO AIRWAYS LTD                 |                | S D      | 49                | 0        | 1         | 84                         | 2             | 4             | 10               | 0                | 0                 | 13                   | 0             | 0                    | 0                  |
|                                       | EDINBURGH         | EUROWINGS LUFTVERKEHRS          |                | S A      | 3                 | 0        | 0         | 33                         | 0             | 67            | 0                | 0                | 0                 | 26                   | 0             | 0                    | 0                  |
|                                       | EDINBURGH         | EUROWINGS LUFTVERKEHRS          |                | S D      | 3                 | 0        | 0         | 33                         | 0             | 67            | 0                | 0                | 0                 | 34                   | 0             | 0                    | 0                  |
|                                       | STANSTED          | EUROWINGS LUFTVERKEHRS          |                | S A      | 62                | 0        | 0         | 84                         | 8             | 8             | 0                | 0                | 0                 | 7                    | 95            | 3                    | 91                 |
|                                       | STANSTED          | EUROWINGS LUFTVERKEHRS          |                | S D      | 62                | 0        | 0         | 55                         | 29            | 16            | 0                | 0                | 0                 | 16                   | 90            | 7                    | 90                 |
|                                       | MANCHESTER        | HAPAG LLOYD EXPRESS             |                | S A      | 31                | 0        | 0         | 87                         | 10            | 3             | 0                | 0                | 0                 | 5                    | 100           | 0                    | 2                  |
|                                       | MANCHESTER        | HAPAG LLOYD EXPRESS             |                | S D      | 31                | 0        | 0         | 84                         | 13            | 3             | 0                | 0                | 0                 | 6                    | 100           | 0                    | 2                  |
|                                       | HEATHROW          | LUFTHANSA CITY LINE             |                | S A      | 84                | 0        | 0         | 70                         | 10            | 13            | 7                | 0                | 0                 | 16                   | 88            | 5                    | 93                 |
|                                       | HEATHROW          | LUFTHANSA CITY LINE             |                | S D      | 83                | 0        | 0         | 82                         | 8             | 4             | 6                | 0                | 0                 | 10                   | 91            | 5                    | 93                 |
| <b>TOTAL COLOGNE (BONN)</b>           |                   |                                 |                |          | <b>642</b>        | <b>0</b> | <b>1</b>  | <b>78</b>                  | <b>10</b>     | <b>7</b>      | <b>4</b>         | <b>0</b>         | <b>0</b>          | <b>11</b>            | <b>90</b>     | <b>5</b>             | <b>5</b>           |
| COLOMBO                               | GATWICK           | MONARCH AIRLINES                |                | C D      | 4                 | 0        | 0         | 50                         | 0             | 25            | 25               | 0                | 0                 | 53                   | 0             | 0                    | 0                  |
|                                       | HEATHROW          | SRILANKAN AIRLINES              |                | S A      | 48                | 1        | 1         | 63                         | 4             | 6             | 21               | 6                | 0                 | 48                   | 82            | 6                    | 39                 |
|                                       | HEATHROW          | SRILANKAN AIRLINES              |                | S D      | 45                | 0        | 0         | 58                         | 7             | 11            | 20               | 4                | 0                 | 45                   | 70            | 15                   | 40                 |
| <b>TOTAL COLOMBO</b>                  |                   |                                 |                |          | <b>97</b>         | <b>1</b> | <b>1</b>  | <b>60</b>                  | <b>5</b>      | <b>9</b>      | <b>21</b>        | <b>5</b>         | <b>0</b>          | <b>47</b>            | <b>76</b>     | <b>11</b>            | <b>11</b>          |
| CONNAUGHT                             | GLASGOW           | BMI BRITISH MIDLAND             |                | S A      | 15                | 0        | 2         | 100                        | 0             | 0             | 0                | 0                | 0                 | 1                    | 0             | 0                    | 0                  |
|                                       | GLASGOW           | BMI BRITISH MIDLAND             |                | S D      | 15                | 0        | 2         | 100                        | 0             | 0             | 0                | 0                | 0                 | 2                    | 0             | 0                    | 0                  |
|                                       | MANCHESTER        | BMIBABY LTD                     |                | S A      | 4                 | 0        | 0         | 75                         | 0             | 0             | 0                | 25               | 0                 | 68                   | 0             | 0                    | 0                  |
|                                       | MANCHESTER        | BMIBABY LTD                     |                | S D      | 4                 | 0        | 0         | 100                        | 0             | 0             | 0                | 0                | 0                 | 0                    | 0             | 0                    | 0                  |
|                                       | MANCHESTER        | BRITISH AIRWAYS CITIEXPRESS LTD |                | S A      | 27                | 0        | 0         | 81                         | 0             | 7             | 11               | 0                | 0                 | 14                   | 78            | 20                   | 18                 |
|                                       | MANCHESTER        | BRITISH AIRWAYS CITIEXPRESS LTD |                | S D      | 28                | 0        | 0         | 79                         | 4             | 0             | 18               | 0                | 0                 | 21                   | 78            | 11                   | 18                 |
|                                       | BIRMINGHAM        | MY TRAVEL AIRWAYS UK            |                | S A      | 29                | 0        | 2         | 79                         | 7             | 10            | 3                | 0                | 0                 | 12                   | 100           | 2                    | 2                  |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: C

| ORIGIN / DESTINATION    | REPORTING AIRPORT | AIRLINE                         | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  |                   | MAR 2003             |               |                      |                    |  |  |
|-------------------------|-------------------|---------------------------------|----------------|----------|-------------------|----------|-----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|--|--|
|                         |                   |                                 |                |          | MATCHED           |          | UNMATCHED | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |  |  |
|                         |                   |                                 |                |          | Actual (7)        | Plan (8) |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |  |
| CONNAUGHT               |                   |                                 |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |  |
|                         | BIRMINGHAM        | MY TRAVEL AIRWAYS UK            | S              | D        | 29                | 0        | 2         | 69                         | 17            | 10            | 3                | 0                | 0                 | 14                   | 100           | 2                    | 2                  |  |  |
|                         | STANSTED          | RYANAIR                         | S              | A        | 31                | 0        | 0         | 90                         | 6             | 3             | 0                | 0                | 0                 | 5                    | 87            | 7                    | 30                 |  |  |
|                         | STANSTED          | RYANAIR                         | S              | D        | 31                | 0        | 0         | 87                         | 13            | 0             | 0                | 0                | 0                 | 6                    | 58            | 15                   | 31                 |  |  |
| <b>TOTAL CONNAUGHT</b>  |                   |                                 |                |          | <b>213</b>        | <b>0</b> | <b>8</b>  | <b>84</b>                  | <b>7</b>      | <b>4</b>      | <b>5</b>         | <b>0</b>         | <b>0</b>          | <b>11</b>            | <b>75</b>     | <b>12</b>            | <b>12</b>          |  |  |
| COPENHAGEN              |                   |                                 |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |  |
|                         | EDINBURGH         | BMI BRITISH MIDLAND             | S              | A        | 54                | 0        | 0         | 91                         | 4             | 0             | 6                | 0                | 0                 | 9                    | 92            | 5                    | 52                 |  |  |
|                         | EDINBURGH         | BMI BRITISH MIDLAND             | S              | D        | 54                | 0        | 0         | 93                         | 6             | 0             | 2                | 0                | 0                 | 6                    | 90            | 6                    | 52                 |  |  |
|                         | GLASGOW           | BMI BRITISH MIDLAND             | S              | A        | 27                | 0        | 0         | 96                         | 0             | 0             | 4                | 0                | 0                 | 7                    | 84            | 14                   | 31                 |  |  |
|                         | GLASGOW           | BMI BRITISH MIDLAND             | S              | D        | 27                | 0        | 0         | 93                         | 4             | 0             | 4                | 0                | 0                 | 10                   | 77            | 21                   | 31                 |  |  |
|                         | MANCHESTER        | BRITISH AIRWAYS CITIEXPRESS LTD | S              | A        | 54                | 0        | 0         | 81                         | 15            | 2             | 2                | 0                | 0                 | 9                    | 0             | 0                    | 0                  |  |  |
|                         | MANCHESTER        | BRITISH AIRWAYS CITIEXPRESS LTD | S              | D        | 54                | 0        | 0         | 96                         | 0             | 4             | 0                | 0                | 0                 | 3                    | 0             | 0                    | 0                  |  |  |
|                         | HEATHROW          | BRITISH AIRWAYS PLC             | S              | A        | 179               | 0        | 0         | 78                         | 8             | 11            | 4                | 0                | 0                 | 12                   | 83            | 7                    | 151                |  |  |
|                         | HEATHROW          | BRITISH AIRWAYS PLC             | S              | D        | 179               | 0        | 0         | 77                         | 13            | 6             | 4                | 0                | 0                 | 11                   | 85            | 7                    | 151                |  |  |
|                         | BIRMINGHAM        | DUO AIRWAYS LTD                 | S              | A        | 66                | 0        | 4         | 94                         | 5             | 2             | 0                | 0                | 0                 | 3                    | 76            | 12                   | 70                 |  |  |
|                         | BIRMINGHAM        | DUO AIRWAYS LTD                 | S              | D        | 67                | 0        | 3         | 87                         | 7             | 6             | 0                | 0                | 0                 | 6                    | 86            | 10                   | 72                 |  |  |
|                         | NEWCASTLE         | EASYJET AIRLINE COMPANY LTD     | S              | A        | 30                | 1        | 0         | 90                         | 7             | 0             | 3                | 0                | 0                 | 4                    | 0             | 0                    | 0                  |  |  |
|                         | NEWCASTLE         | EASYJET AIRLINE COMPANY LTD     | S              | D        | 30                | 1        | 0         | 80                         | 10            | 3             | 7                | 0                | 0                 | 12                   | 0             | 0                    | 0                  |  |  |
|                         | STANSTED          | EASYJET AIRLINE COMPANY LTD     | S              | A        | 93                | 0        | 0         | 74                         | 11            | 9             | 6                | 0                | 0                 | 13                   | 71            | 12                   | 84                 |  |  |
|                         | STANSTED          | EASYJET AIRLINE COMPANY LTD     | S              | D        | 93                | 0        | 0         | 58                         | 27            | 8             | 8                | 0                | 0                 | 18                   | 30            | 26                   | 84                 |  |  |
|                         | GATWICK           | MAERSK AIR                      | S              | A        | 81                | 0        | 0         | 91                         | 6             | 1             | 1                | 0                | 0                 | 4                    | 84            | 7                    | 88                 |  |  |
|                         | GATWICK           | MAERSK AIR                      | S              | D        | 81                | 0        | 0         | 94                         | 4             | 1             | 1                | 0                | 0                 | 3                    | 91            | 5                    | 88                 |  |  |
|                         | BIRMINGHAM        | SAS                             | S              | A        | 68                | 0        | 1         | 94                         | 4             | 0             | 1                | 0                | 0                 | 4                    | 91            | 5                    | 57                 |  |  |
|                         | BIRMINGHAM        | SAS                             | S              | D        | 67                | 0        | 1         | 91                         | 6             | 1             | 1                | 0                | 0                 | 7                    | 81            | 8                    | 57                 |  |  |
|                         | HEATHROW          | SAS                             | S              | A        | 202               | 0        | 1         | 76                         | 11            | 9             | 3                | 0                | 0                 | 11                   | 90            | 5                    | 209                |  |  |
|                         | HEATHROW          | SAS                             | S              | D        | 202               | 0        | 2         | 80                         | 11            | 6             | 2                | 0                | 0                 | 10                   | 97            | 3                    | 207                |  |  |
|                         | MANCHESTER        | SAS                             | S              | A        | 112               | 0        | 0         | 75                         | 19            | 6             | 0                | 0                | 0                 | 10                   | 92            | 7                    | 88                 |  |  |
|                         | MANCHESTER        | SAS                             | S              | D        | 112               | 0        | 0         | 92                         | 4             | 4             | 0                | 0                | 0                 | 3                    | 93            | 4                    | 88                 |  |  |
|                         | HEATHROW          | VARIG                           | S              | A        | 13                | 0        | 0         | 54                         | 23            | 15            | 8                | 0                | 0                 | 20                   | 100           | 3                    | 13                 |  |  |
|                         | HEATHROW          | VARIG                           | S              | D        | 13                | 0        | 0         | 0                          | 0             | 15            | 69               | 15               | 0                 | 125                  | 62            | 27                   | 13                 |  |  |
| <b>TOTAL COPENHAGEN</b> |                   |                                 |                |          | <b>1960</b>       | <b>2</b> | <b>12</b> | <b>82</b>                  | <b>10</b>     | <b>5</b>      | <b>3</b>         | <b>0</b>         | <b>0</b>          | <b>9</b>             | <b>84</b>     | <b>8</b>             | <b>8</b>           |  |  |
| CORK                    |                   |                                 |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |  |
|                         | BIRMINGHAM        | AER ARRAN                       | S              | A        | 52                | 0        | 3         | 88                         | 2             | 8             | 2                | 0                | 0                 | 6                    | 88            | 12                   | 52                 |  |  |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: C

| ORIGIN / DESTINATION | REPORTING AIRPORT | AIRLINE                         | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         | MAR 2003                   |                     |                            |                          |           |
|----------------------|-------------------|---------------------------------|-------------------|-------------|-------------------|----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|-----------|
|                      |                   |                                 |                   |             | MATCHED           |          | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |           |
|                      |                   |                                 |                   |             | Actual<br>(7)     | Plan (8) |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |           |
| CORK                 | BIRMINGHAM        | AER ARRAN                       | S                 | D           | 53                | 0        | 2                          | 81               | 17               | 0                      | 2                      | 0                       | 0                          | 8                   | 76                         | 18                       | 51        |
|                      | EDINBURGH         | AER ARRAN                       | S                 | A           | 21                | 1        | 0                          | 57               | 14               | 14                     | 14                     | 0                       | 0                          | 23                  | 82                         | 12                       | 22        |
|                      | EDINBURGH         | AER ARRAN                       | S                 | D           | 21                | 1        | 0                          | 38               | 29               | 24                     | 10                     | 0                       | 0                          | 27                  | 86                         | 12                       | 22        |
|                      | HEATHROW          | AER LINGUS                      | S                 | A           | 97                | 0        | 2                          | 73               | 7                | 12                     | 6                      | 1                       | 0                          | 17                  | 88                         | 12                       | 96        |
|                      | HEATHROW          | AER LINGUS                      | S                 | D           | 97                | 0        | 0                          | 65               | 18               | 11                     | 5                      | 1                       | 0                          | 20                  | 76                         | 17                       | 96        |
|                      | MANCHESTER        | BMI BRITISH MIDLAND             | S                 | A           | 22                | 0        | 0                          | 41               | 14               | 32                     | 14                     | 0                       | 0                          | 29                  | 0                          | 0                        | 0         |
|                      | MANCHESTER        | BMI BRITISH MIDLAND             | S                 | D           | 22                | 0        | 0                          | 50               | 0                | 23                     | 27                     | 0                       | 0                          | 32                  | 0                          | 0                        | 0         |
|                      | MANCHESTER        | BMIBABY LTD                     | S                 | A           | 36                | 0        | 0                          | 50               | 14               | 11                     | 22                     | 3                       | 0                          | 33                  | 0                          | 0                        | 0         |
|                      | MANCHESTER        | BMIBABY LTD                     | S                 | D           | 36                | 0        | 0                          | 56               | 8                | 8                      | 25                     | 3                       | 0                          | 34                  | 0                          | 0                        | 0         |
|                      | MANCHESTER        | BRITISH AIRWAYS CITIEXPRESS LTD | S                 | A           | 76                | 0        | 0                          | 86               | 4                | 9                      | 1                      | 0                       | 0                          | 8                   | 88                         | 7                        | 76        |
|                      | MANCHESTER        | BRITISH AIRWAYS CITIEXPRESS LTD | S                 | D           | 76                | 0        | 0                          | 83               | 4                | 11                     | 3                      | 0                       | 0                          | 9                   | 92                         | 6                        | 77        |
|                      | BIRMINGHAM        | FLYBE.BRITISH EUROPEAN          | S                 | A           | 25                | 0        | 2                          | 88               | 4                | 0                      | 8                      | 0                       | 0                          | 11                  | 89                         | 13                       | 18        |
|                      | BIRMINGHAM        | FLYBE.BRITISH EUROPEAN          | S                 | D           | 25                | 0        | 2                          | 72               | 16               | 4                      | 8                      | 0                       | 0                          | 17                  | 78                         | 22                       | 18        |
|                      | GLASGOW           | LOGANAIR                        | S                 | A           | 28                | 0        | 0                          | 96               | 0                | 4                      | 0                      | 0                       | 0                          | 2                   | 93                         | 5                        | 27        |
|                      | GLASGOW           | LOGANAIR                        | S                 | D           | 28                | 0        | 0                          | 86               | 11               | 4                      | 0                      | 0                       | 0                          | 8                   | 74                         | 12                       | 27        |
|                      | STANSTED          | RYANAIR                         | S                 | A           | 93                | 0        | 0                          | 87               | 9                | 4                      | 0                      | 0                       | 0                          | 7                   | 79                         | 9                        | 90        |
|                      | STANSTED          | RYANAIR                         | S                 | D           | 93                | 0        | 0                          | 81               | 14               | 5                      | 0                      | 0                       | 0                          | 9                   | 73                         | 12                       | 93        |
| <b>TOTAL CORK</b>    |                   |                                 |                   |             | <b>901</b>        | <b>3</b> | <b>11</b>                  | <b>75</b>        | <b>10</b>        | <b>9</b>               | <b>6</b>               | <b>0</b>                | <b>0</b>                   | <b>14</b>           | <b>82</b>                  | <b>12</b>                | <b>12</b> |
| CUNAGUA              | GATWICK           | MONARCH AIRLINES                | C                 | D           | 2                 | 0        | 0                          | 50               | 50               | 0                      | 0                      | 0                       | 0                          | 13                  | 100                        | 7                        | 2         |
|                      | GATWICK           | THOMAS COOK AIRLINES LTD        | C                 | A           | 4                 | 0        | 0                          | 75               | 0                | 0                      | 25                     | 0                       | 0                          | 21                  | 0                          | 0                        | 0         |
|                      | MANCHESTER        | THOMAS COOK AIRLINES LTD        | C                 | A           | 5                 | 0        | 0                          | 80               | 0                | 20                     | 0                      | 0                       | 0                          | 11                  | 0                          | 0                        | 0         |
| <b>TOTAL CUNAGUA</b> |                   |                                 |                   |             | <b>13</b>         | <b>0</b> | <b>0</b>                   | <b>69</b>        | <b>15</b>        | <b>8</b>               | <b>8</b>               | <b>0</b>                | <b>0</b>                   | <b>14</b>           | <b>100</b>                 | <b>7</b>                 | <b>7</b>  |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: D

| ORIGIN / DESTINATION           | REPORTING AIRPORT | AIRLINE                        | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         | MAR 2003                   |                     |                            |                          |  |
|--------------------------------|-------------------|--------------------------------|-------------------|-------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|--|
|                                |                   |                                |                   |             | MATCHED           |          | UNMATCHED | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |  |
|                                |                   |                                |                   |             | Actual<br>(7)     | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
| DACCA                          |                   |                                |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                                | HEATHROW          | BIMAN BANGLADESH AIRLINES      | S                 | A           | 26                | 1        | 1         | 35                         | 23               | 0                | 27                     | 4                      | 12                      | 93                         | 36                  | 41                         | 25                       |  |
|                                | HEATHROW          | BIMAN BANGLADESH AIRLINES      | S                 | D           | 26                | 0        | 1         | 35                         | 15               | 31               | 8                      | 12                     | 0                       | 56                         | 52                  | 19                         | 25                       |  |
|                                | HEATHROW          | BRITISH AIRWAYS PLC            | S                 | A           | 13                | 0        | 0         | 54                         | 31               | 8                | 0                      | 8                      | 0                       | 28                         | 64                  | 15                         | 14                       |  |
|                                | HEATHROW          | BRITISH AIRWAYS PLC            | S                 | D           | 13                | 0        | 0         | 54                         | 23               | 15               | 8                      | 0                      | 0                       | 24                         | 62                  | 14                         | 13                       |  |
| <b>TOTAL DACCA</b>             |                   |                                |                   |             | <b>78</b>         | <b>1</b> | <b>2</b>  | <b>41</b>                  | <b>22</b>        | <b>14</b>        | <b>13</b>              | <b>6</b>               | <b>4</b>                | <b>58</b>                  | <b>51</b>           | <b>25</b>                  | <b>25</b>                |  |
| DALAMAN                        |                   |                                |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                                | MANCHESTER        | KIBRIS TURKISH AIRLINES - KTHY | S                 | A           | 5                 | 0        | 0         | 40                         | 40               | 20               | 0                      | 0                      | 0                       | 17                         | 0                   | 0                          | 0                        |  |
|                                | MANCHESTER        | KIBRIS TURKISH AIRLINES - KTHY | S                 | D           | 5                 | 0        | 0         | 20                         | 40               | 40               | 0                      | 0                      | 0                       | 28                         | 0                   | 0                          | 0                        |  |
| <b>TOTAL DALAMAN</b>           |                   |                                |                   |             | <b>12</b>         | <b>0</b> | <b>0</b>  | <b>33</b>                  | <b>42</b>        | <b>25</b>        | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>20</b>                  | <b>50</b>           | <b>13</b>                  | <b>13</b>                |  |
| DALLAS/FORT WORTH              |                   |                                |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                                | GATWICK           | AMERICAN AIRLINES              | S                 | A           | 62                | 0        | 0         | 65                         | 21               | 11               | 2                      | 2                      | 0                       | 16                         | 83                  | 8                          | 58                       |  |
|                                | GATWICK           | AMERICAN AIRLINES              | S                 | D           | 62                | 0        | 0         | 92                         | 5                | 3                | 0                      | 0                      | 0                       | 5                          | 91                  | 4                          | 58                       |  |
|                                | GATWICK           | BRITISH AIRWAYS PLC            | S                 | A           | 31                | 0        | 0         | 81                         | 0                | 10               | 10                     | 0                      | 0                       | 13                         | 93                  | 6                          | 28                       |  |
|                                | GATWICK           | BRITISH AIRWAYS PLC            | S                 | D           | 31                | 0        | 0         | 81                         | 16               | 3                | 0                      | 0                      | 0                       | 7                          | 86                  | 10                         | 28                       |  |
| <b>TOTAL DALLAS/FORT WORTH</b> |                   |                                |                   |             | <b>186</b>        | <b>0</b> | <b>0</b>  | <b>79</b>                  | <b>11</b>        | <b>7</b>         | <b>2</b>               | <b>1</b>               | <b>0</b>                | <b>11</b>                  | <b>88</b>           | <b>6</b>                   | <b>6</b>                 |  |
| DAMASCUS                       |                   |                                |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                                | HEATHROW          | BRITISH MEDITERRANEAN AIRWAYS  | S                 | A           | 16                | 3        | 0         | 69                         | 13               | 13               | 6                      | 0                      | 0                       | 13                         | 89                  | 6                          | 18                       |  |
|                                | HEATHROW          | BRITISH MEDITERRANEAN AIRWAYS  | S                 | D           | 18                | 1        | 0         | 39                         | 28               | 28               | 6                      | 0                      | 0                       | 25                         | 67                  | 12                         | 9                        |  |
|                                | HEATHROW          | SYRIANAIR                      | S                 | A           | 14                | 0        | 0         | 64                         | 0                | 29               | 7                      | 0                      | 0                       | 19                         | 36                  | 39                         | 14                       |  |
|                                | HEATHROW          | SYRIANAIR                      | S                 | D           | 13                | 0        | 0         | 54                         | 23               | 15               | 8                      | 0                      | 0                       | 19                         | 100                 | 4                          | 13                       |  |
| <b>TOTAL DAMASCUS</b>          |                   |                                |                   |             | <b>61</b>         | <b>4</b> | <b>0</b>  | <b>56</b>                  | <b>16</b>        | <b>21</b>        | <b>7</b>               | <b>0</b>               | <b>0</b>                | <b>19</b>                  | <b>74</b>           | <b>15</b>                  | <b>15</b>                |  |
| DAR-ES-SALAAM                  |                   |                                |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                                | HEATHROW          | BRITISH AIRWAYS PLC            | S                 | A           | 13                | 0        | 0         | 54                         | 31               | 8                | 8                      | 0                      | 0                       | 16                         | 25                  | 23                         | 12                       |  |
|                                | HEATHROW          | BRITISH AIRWAYS PLC            | S                 | D           | 13                | 0        | 0         | 85                         | 15               | 0                | 0                      | 0                      | 0                       | 10                         | 85                  | 6                          | 13                       |  |
| <b>TOTAL DAR-ES-SALAAM</b>     |                   |                                |                   |             | <b>26</b>         | <b>0</b> | <b>0</b>  | <b>69</b>                  | <b>23</b>        | <b>4</b>         | <b>4</b>               | <b>0</b>               | <b>0</b>                | <b>13</b>                  | <b>56</b>           | <b>15</b>                  | <b>15</b>                |  |
| DELHI                          |                   |                                |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                                | HEATHROW          | BRITISH AIRWAYS PLC            | S                 | A           | 31                | 0        | 0         | 90                         | 3                | 0                | 6                      | 0                      | 0                       | 8                          | 90                  | 53                         | 30                       |  |
|                                | HEATHROW          | BRITISH AIRWAYS PLC            | S                 | D           | 31                | 0        | 0         | 52                         | 26               | 16               | 6                      | 0                      | 0                       | 24                         | 52                  | 22                         | 31                       |  |
|                                | HEATHROW          | VIRGIN ATLANTIC AIRWAYS LTD    | S                 | A           | 13                | 0        | 0         | 15                         | 15               | 38               | 31                     | 0                      | 0                       | 44                         | 7                   | 55                         | 14                       |  |
|                                | HEATHROW          | VIRGIN ATLANTIC AIRWAYS LTD    | S                 | D           | 12                | 0        | 1         | 83                         | 8                | 8                | 0                      | 0                      | 0                       | 11                         | 77                  | 12                         | 13                       |  |
| <b>TOTAL DELHI</b>             |                   |                                |                   |             | <b>87</b>         | <b>0</b> | <b>1</b>  | <b>64</b>                  | <b>14</b>        | <b>13</b>        | <b>9</b>               | <b>0</b>               | <b>0</b>                | <b>20</b>                  | <b>61</b>           | <b>37</b>                  | <b>37</b>                |  |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: D

| ORIGIN / DESTINATION              | REPORTING AIRPORT | AIRLINE             | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |          | PERCENTAGE OF FLIGHTS LATE |           |                  |               |               |                  | MAR 2003         |                   |                      |               |                      |                    |
|-----------------------------------|-------------------|---------------------|----------------|----------|-------------------|----------|----------------------------|-----------|------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|
|                                   |                   |                     |                |          | MATCHED           |          | UNMATCHED                  |           | Early to 15 mins | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |
|                                   |                   |                     |                |          | Actual (7)        | Plan (8) |                            |           |                  |               |               |                  |                  |                   |                      |               |                      |                    |
| DENVER INTERNATIONAL              |                   |                     |                |          |                   |          |                            |           |                  |               |               |                  |                  |                   |                      |               |                      |                    |
|                                   | HEATHROW          | BRITISH AIRWAYS PLC | S              | A        | 30                | 0        | 0                          | 93        | 3                | 0             | 0             | 0                | 3                | 52                | 77                   | 128           | 30                   |                    |
|                                   | HEATHROW          | BRITISH AIRWAYS PLC | S              | D        | 31                | 0        | 0                          | 65        | 26               | 10            | 0             | 0                | 15               | 63                | 55                   | 30            |                      |                    |
| <b>TOTAL DENVER INTERNATIONAL</b> |                   |                     |                |          | <b>61</b>         | <b>0</b> | <b>0</b>                   | <b>79</b> | <b>15</b>        | <b>5</b>      | <b>0</b>      | <b>0</b>         | <b>2</b>         | <b>33</b>         | <b>70</b>            | <b>92</b>     | <b>92</b>            |                    |
| DETROIT                           |                   |                     |                |          |                   |          |                            |           |                  |               |               |                  |                  |                   |                      |               |                      |                    |
|                                   | HEATHROW          | BRITISH AIRWAYS PLC | S              | A        | 31                | 0        | 0                          | 100       | 0                | 0             | 0             | 0                | 2                | 97                | 2                    | 31            |                      |                    |
|                                   | HEATHROW          | BRITISH AIRWAYS PLC | S              | D        | 31                | 0        | 0                          | 77        | 23               | 0             | 0             | 0                | 8                | 74                | 13                   | 31            |                      |                    |
|                                   | GATWICK           | NORTHWEST AIRLINES  | S              | A        | 31                | 0        | 0                          | 71        | 6                | 16            | 6             | 0                | 17               | 86                | 6                    | 22            |                      |                    |
|                                   | GATWICK           | NORTHWEST AIRLINES  | S              | D        | 31                | 0        | 0                          | 84        | 16               | 0             | 0             | 0                | 6                | 78                | 8                    | 27            |                      |                    |
| <b>TOTAL DETROIT</b>              |                   |                     |                |          | <b>124</b>        | <b>0</b> | <b>0</b>                   | <b>83</b> | <b>11</b>        | <b>4</b>      | <b>2</b>      | <b>0</b>         | <b>8</b>         | <b>84</b>         | <b>7</b>             | <b>7</b>      |                      |                    |
| DIJON                             |                   |                     |                |          |                   |          |                            |           |                  |               |               |                  |                  |                   |                      |               |                      |                    |
| DINARD                            |                   |                     |                |          |                   |          |                            |           |                  |               |               |                  |                  |                   |                      |               |                      |                    |
|                                   | STANSTED          | RYANAIR             | S              | A        | 31                | 0        | 0                          | 97        | 0                | 3             | 0             | 0                | 3                | 100               | 0                    | 30            |                      |                    |
|                                   | STANSTED          | RYANAIR             | S              | D        | 31                | 0        | 0                          | 90        | 6                | 0             | 3             | 0                | 6                | 97                | 2                    | 30            |                      |                    |
| <b>TOTAL DINARD</b>               |                   |                     |                |          | <b>62</b>         | <b>0</b> | <b>0</b>                   | <b>94</b> | <b>3</b>         | <b>2</b>      | <b>2</b>      | <b>0</b>         | <b>4</b>         | <b>98</b>         | <b>1</b>             | <b>1</b>      |                      |                    |
| DJIBOUTI                          |                   |                     |                |          |                   |          |                            |           |                  |               |               |                  |                  |                   |                      |               |                      |                    |
|                                   | GATWICK           | DAALLO AIRLINES     | S              | A        | 4                 | 0        | 0                          | 50        | 50               | 0             | 0             | 0                | 9                | 57                | 14                   | 7             |                      |                    |
|                                   | GATWICK           | DAALLO AIRLINES     | S              | D        | 5                 | 0        | 0                          | 80        | 20               | 0             | 0             | 0                | 9                | 67                | 19                   | 9             |                      |                    |
| <b>TOTAL DJIBOUTI</b>             |                   |                     |                |          | <b>9</b>          | <b>0</b> | <b>0</b>                   | <b>67</b> | <b>33</b>        | <b>0</b>      | <b>0</b>      | <b>0</b>         | <b>9</b>         | <b>63</b>         | <b>17</b>            | <b>17</b>     |                      |                    |
| DOHA                              |                   |                     |                |          |                   |          |                            |           |                  |               |               |                  |                  |                   |                      |               |                      |                    |
|                                   | HEATHROW          | BRITISH AIRWAYS PLC | S              | A        | 31                | 0        | 0                          | 97        | 0                | 3             | 0             | 0                | 1                | 45                | 48                   | 31            |                      |                    |
|                                   | HEATHROW          | BRITISH AIRWAYS PLC | S              | D        | 31                | 0        | 0                          | 65        | 26               | 3             | 6             | 0                | 15               | 69                | 15                   | 29            |                      |                    |
|                                   | HEATHROW          | QATAR AIRWAYS       | S              | A        | 56                | 2        | 2                          | 88        | 9                | 0             | 4             | 0                | 7                | 76                | 9                    | 49            |                      |                    |
|                                   | HEATHROW          | QATAR AIRWAYS       | S              | D        | 58                | 0        | 0                          | 79        | 14               | 7             | 0             | 0                | 11               | 86                | 6                    | 49            |                      |                    |
|                                   | MANCHESTER        | QATAR AIRWAYS       | S              | A        | 18                | 0        | 0                          | 83        | 11               | 0             | 6             | 0                | 8                | 0                 | 0                    | 0             |                      |                    |
|                                   | MANCHESTER        | QATAR AIRWAYS       | S              | D        | 18                | 0        | 0                          | 72        | 0                | 22            | 6             | 0                | 16               | 0                 | 0                    | 0             |                      |                    |
| <b>TOTAL DOHA</b>                 |                   |                     |                |          | <b>212</b>        | <b>2</b> | <b>2</b>                   | <b>82</b> | <b>11</b>        | <b>5</b>      | <b>3</b>      | <b>0</b>         | <b>9</b>         | <b>72</b>         | <b>17</b>            | <b>17</b>     |                      |                    |
| DORTMUND                          |                   |                     |                |          |                   |          |                            |           |                  |               |               |                  |                  |                   |                      |               |                      |                    |
|                                   | STANSTED          | AIR BERLIN          | S              | A        | 6                 | 0        | 0                          | 83        | 17               | 0             | 0             | 0                | 7                | 94                | 3                    | 51            |                      |                    |
|                                   | STANSTED          | AIR BERLIN          | S              | D        | 6                 | 0        | 0                          | 83        | 17               | 0             | 0             | 0                | 10               | 92                | 8                    | 51            |                      |                    |
| <b>TOTAL DORTMUND</b>             |                   |                     |                |          | <b>12</b>         | <b>0</b> | <b>0</b>                   | <b>83</b> | <b>17</b>        | <b>0</b>      | <b>0</b>      | <b>0</b>         | <b>8</b>         | <b>93</b>         | <b>5</b>             | <b>5</b>      |                      |                    |
| DRESDEN                           |                   |                     |                |          |                   |          |                            |           |                  |               |               |                  |                  |                   |                      |               |                      |                    |
| <b>TOTAL DRESDEN</b>              |                   |                     |                |          | <b>2</b>          | <b>0</b> | <b>0</b>                   | <b>50</b> | <b>50</b>        | <b>0</b>      | <b>0</b>      | <b>0</b>         | <b>8</b>         | <b>0</b>          | <b>0</b>             | <b>0</b>      |                      |                    |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: D

| ORIGIN / DESTINATION | REPORTING AIRPORT | AIRLINE                   | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  | MAR 2003          |                      |               |                      |                    |  |
|----------------------|-------------------|---------------------------|----------------|----------|-------------------|----------|-----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|--|
|                      |                   |                           |                |          | MATCHED           |          | UNMATCHED | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |  |
|                      |                   |                           |                |          | Actual (7)        | Plan (8) |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
| DUBAI                |                   |                           |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                      | HEATHROW          | BRITISH AIRWAYS PLC       | S              | A        | 63                | 0        | 0         | 84                         | 8             | 5             | 2                | 2                | 0                 | 11                   | 45            | 58                   | 31                 |  |
|                      | HEATHROW          | BRITISH AIRWAYS PLC       | S              | D        | 64                | 0        | 0         | 66                         | 25            | 9             | 0                | 0                | 0                 | 14                   | 72            | 13                   | 32                 |  |
|                      | BIRMINGHAM        | EMIRATES                  | S              | A        | 31                | 0        | 1         | 65                         | 6             | 10            | 6                | 10               | 3                 | 50                   | 81            | 8                    | 31                 |  |
|                      | BIRMINGHAM        | EMIRATES                  | S              | D        | 32                | 0        | 0         | 53                         | 13            | 13            | 9                | 9                | 3                 | 58                   | 81            | 7                    | 31                 |  |
|                      | GATWICK           | EMIRATES                  | S              | A        | 91                | 0        | 3         | 68                         | 9             | 9             | 10               | 3                | 1                 | 29                   | 73            | 10                   | 62                 |  |
|                      | GATWICK           | EMIRATES                  | S              | D        | 91                | 0        | 3         | 79                         | 8             | 7             | 3                | 2                | 1                 | 21                   | 84            | 8                    | 62                 |  |
|                      | HEATHROW          | EMIRATES                  | S              | A        | 96                | 1        | 1         | 60                         | 17            | 7             | 9                | 6                | 0                 | 34                   | 77            | 13                   | 93                 |  |
|                      | HEATHROW          | EMIRATES                  | S              | D        | 97                | 0        | 0         | 65                         | 11            | 11            | 6                | 5                | 1                 | 32                   | 75            | 14                   | 93                 |  |
|                      | MANCHESTER        | EMIRATES                  | S              | A        | 62                | 0        | 0         | 65                         | 13            | 10            | 6                | 3                | 3                 | 45                   | 80            | 13                   | 30                 |  |
|                      | MANCHESTER        | EMIRATES                  | S              | D        | 61                | 0        | 1         | 57                         | 20            | 11            | 5                | 3                | 3                 | 48                   | 77            | 15                   | 31                 |  |
| <b>TOTAL DUBAI</b>   |                   |                           |                |          | <b>688</b>        | <b>1</b> | <b>9</b>  | <b>67</b>                  | <b>13</b>     | <b>9</b>      | <b>6</b>         | <b>4</b>         | <b>1</b>          | <b>31</b>            | <b>75</b>     | <b>14</b>            | <b>14</b>          |  |
| DUBLIN               |                   |                           |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                      | MANCHESTER        | AER ARRAN                 | C              | A        | 2                 | 0        | 0         | 50                         | 0             | 50            | 0                | 0                | 0                 | 22                   | 50            | 13                   | 2                  |  |
|                      | MANCHESTER        | AER ARRAN                 | C              | D        | 2                 | 0        | 0         | 100                        | 0             | 0             | 0                | 0                | 0                 | 1                    | 100           | 0                    | 2                  |  |
|                      | BIRMINGHAM        | AER LINGUS                | S              | A        | 110               | 0        | 3         | 87                         | 10            | 2             | 1                | 0                | 0                 | 5                    | 71            | 20                   | 153                |  |
|                      | BIRMINGHAM        | AER LINGUS                | S              | D        | 113               | 0        | 0         | 84                         | 9             | 6             | 1                | 0                | 0                 | 7                    | 52            | 31                   | 153                |  |
|                      | EDINBURGH         | AER LINGUS                | S              | A        | 41                | 0        | 0         | 85                         | 7             | 2             | 5                | 0                | 0                 | 9                    | 65            | 31                   | 81                 |  |
|                      | EDINBURGH         | AER LINGUS                | S              | D        | 39                | 1        | 1         | 85                         | 5             | 5             | 5                | 0                | 0                 | 14                   | 52            | 39                   | 82                 |  |
|                      | GLASGOW           | AER LINGUS                | S              | A        | 85                | 0        | 0         | 89                         | 5             | 4             | 2                | 0                | 0                 | 6                    | 83            | 14                   | 88                 |  |
|                      | GLASGOW           | AER LINGUS                | S              | D        | 85                | 0        | 0         | 84                         | 11            | 4             | 2                | 0                | 0                 | 9                    | 75            | 20                   | 89                 |  |
|                      | HEATHROW          | AER LINGUS                | S              | A        | 387               | 0        | 1         | 60                         | 22            | 13            | 5                | 0                | 0                 | 18                   | 69            | 18                   | 389                |  |
|                      | HEATHROW          | AER LINGUS                | S              | D        | 388               | 0        | 4         | 72                         | 12            | 11            | 5                | 0                | 0                 | 14                   | 76            | 16                   | 387                |  |
|                      | MANCHESTER        | AER LINGUS                | S              | A        | 149               | 1        | 0         | 87                         | 7             | 3             | 3                | 0                | 0                 | 9                    | 78            | 14                   | 161                |  |
|                      | MANCHESTER        | AER LINGUS                | S              | D        | 148               | 1        | 0         | 89                         | 5             | 2             | 3                | 1                | 0                 | 9                    | 82            | 16                   | 161                |  |
|                      | HEATHROW          | BMI BRITISH MIDLAND       | S              | A        | 222               | 0        | 0         | 52                         | 21            | 18            | 9                | 1                | 0                 | 23                   | 86            | 10                   | 242                |  |
|                      | HEATHROW          | BMI BRITISH MIDLAND       | S              | D        | 222               | 0        | 0         | 55                         | 20            | 18            | 6                | 0                | 0                 | 21                   | 86            | 10                   | 243                |  |
|                      | GATWICK           | BRITISH AIRWAYS PLC       | S              | A        | 118               | 0        | 0         | 85                         | 4             | 5             | 4                | 1                | 1                 | 22                   | 0             | 0                    | 0                  |  |
|                      | GATWICK           | BRITISH AIRWAYS PLC       | S              | D        | 118               | 0        | 0         | 90                         | 4             | 2             | 4                | 0                | 0                 | 8                    | 0             | 0                    | 0                  |  |
|                      | EDINBURGH         | CHANNEL EXPRESS (AIR SVS) | C              | A        | 2                 | 0        | 0         | 50                         | 50            | 0             | 0                | 0                | 0                 | 12                   | 0             | 0                    | 0                  |  |
|                      | EDINBURGH         | CHANNEL EXPRESS (AIR SVS) | C              | D        | 2                 | 0        | 0         | 100                        | 0             | 0             | 0                | 0                | 0                 | 5                    | 0             | 0                    | 0                  |  |
|                      | LONDON CITY       | CITY JET                  | S              | A        | 146               | 1        | 1         | 90                         | 5             | 2             | 3                | 0                | 0                 | 7                    | 0             | 0                    | 0                  |  |
|                      | LONDON CITY       | CITY JET                  | S              | D        | 146               | 0        | 1         | 80                         | 14            | 3             | 3                | 0                | 0                 | 10                   | 0             | 0                    | 0                  |  |
|                      | MANCHESTER        | LUXAIR                    | S              | A        | 31                | 0        | 0         | 94                         | 3             | 0             | 3                | 0                | 0                 | 7                    | 100           | 3                    | 31                 |  |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: D

| ORIGIN / DESTINATION   | REPORTING AIRPORT | AIRLINE                         | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         | MAR 2003                   |                     |                            |                          |           |
|------------------------|-------------------|---------------------------------|-------------------|-------------|-------------------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|-----------|
|                        |                   |                                 |                   |             | Actual<br>(7)     | Plan (8)  | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |           |
|                        |                   |                                 |                   |             |                   |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          | MATCHED   |
| DUBLIN                 | MANCHESTER        | LUXAIR                          | S                 | D           | 31                | 0         | 0                          | 84               | 13               | 3                      | 0                      | 0                       | 0                          | 5                   | 97                         | 2                        | 31        |
|                        | BIRMINGHAM        | MY TRAVEL AIRWAYS UK            | S                 | A           | 52                | 0         | 6                          | 69               | 23               | 4                      | 4                      | 0                       | 0                          | 13                  | 0                          | 0                        | 0         |
|                        | BIRMINGHAM        | MY TRAVEL AIRWAYS UK            | S                 | D           | 53                | 0         | 5                          | 77               | 15               | 6                      | 2                      | 0                       | 0                          | 11                  | 0                          | 0                        | 0         |
|                        | BIRMINGHAM        | RYANAIR                         | S                 | A           | 154               | 0         | 1                          | 94               | 3                | 2                      | 1                      | 1                       | 0                          | 5                   | 86                         | 10                       | 96        |
|                        | BIRMINGHAM        | RYANAIR                         | S                 | D           | 152               | 1         | 3                          | 88               | 6                | 2                      | 3                      | 1                       | 1                          | 13                  | 80                         | 14                       | 96        |
|                        | EDINBURGH         | RYANAIR                         | S                 | A           | 115               | 4         | 1                          | 93               | 5                | 2                      | 0                      | 0                       | 0                          | 3                   | 93                         | 6                        | 108       |
|                        | EDINBURGH         | RYANAIR                         | S                 | D           | 114               | 4         | 2                          | 93               | 4                | 3                      | 0                      | 0                       | 0                          | 4                   | 88                         | 9                        | 109       |
|                        | GATWICK           | RYANAIR                         | S                 | A           | 154               | 0         | 5                          | 90               | 5                | 3                      | 3                      | 0                       | 0                          | 7                   | 81                         | 12                       | 124       |
|                        | GATWICK           | RYANAIR                         | S                 | D           | 154               | 0         | 5                          | 92               | 3                | 3                      | 3                      | 0                       | 0                          | 6                   | 81                         | 12                       | 124       |
|                        | LUTON             | RYANAIR                         | S                 | A           | 151               | 1         | 0                          | 96               | 3                | 1                      | 0                      | 0                       | 0                          | 2                   | 90                         | 9                        | 153       |
|                        | LUTON             | RYANAIR                         | S                 | D           | 150               | 2         | 1                          | 95               | 2                | 2                      | 1                      | 0                       | 0                          | 3                   | 89                         | 8                        | 155       |
|                        | MANCHESTER        | RYANAIR                         | S                 | A           | 120               | 2         | 0                          | 88               | 8                | 3                      | 2                      | 0                       | 0                          | 7                   | 84                         | 10                       | 90        |
|                        | MANCHESTER        | RYANAIR                         | S                 | D           | 120               | 1         | 0                          | 88               | 6                | 4                      | 2                      | 0                       | 0                          | 7                   | 90                         | 8                        | 89        |
|                        | NEWCASTLE         | RYANAIR                         | S                 | A           | 62                | 0         | 0                          | 92               | 3                | 5                      | 0                      | 0                       | 0                          | 3                   | 91                         | 23                       | 33        |
|                        | NEWCASTLE         | RYANAIR                         | S                 | D           | 62                | 0         | 0                          | 79               | 16               | 5                      | 0                      | 0                       | 0                          | 7                   | 91                         | 23                       | 33        |
|                        | STANSTED          | RYANAIR                         | S                 | A           | 404               | 0         | 4                          | 86               | 7                | 6                      | 1                      | 0                       | 0                          | 8                   | 82                         | 14                       | 341       |
|                        | STANSTED          | RYANAIR                         | S                 | D           | 402               | 1         | 7                          | 83               | 9                | 7                      | 0                      | 0                       | 0                          | 8                   | 75                         | 15                       | 351       |
| <b>TOTAL DUBLIN</b>    |                   |                                 |                   |             | <b>5016</b>       | <b>22</b> | <b>51</b>                  | <b>81</b>        | <b>10</b>        | <b>6</b>               | <b>3</b>               | <b>0</b>                | <b>0</b>                   | <b>10</b>           | <b>78</b>                  | <b>15</b>                | <b>15</b> |
| DUBROVNIK              | GATWICK           | BRITISH AIRWAYS PLC             | S                 | A           | 2                 | 0         | 0                          | 50               | 50               | 0                      | 0                      | 0                       | 0                          | 17                  | 0                          | 0                        | 0         |
|                        | GATWICK           | BRITISH AIRWAYS PLC             | S                 | D           | 2                 | 0         | 0                          | 100              | 0                | 0                      | 0                      | 0                       | 0                          | 5                   | 0                          | 0                        | 0         |
| <b>TOTAL DUBROVNIK</b> |                   |                                 |                   |             | <b>4</b>          | <b>0</b>  | <b>0</b>                   | <b>75</b>        | <b>25</b>        | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>0</b>                   | <b>11</b>           | <b>0</b>                   | <b>0</b>                 | <b>0</b>  |
| DUNDEE                 | LONDON CITY       | SCOT AIRWAYS                    | S                 | A           | 109               | 3         | 10                         | 72               | 17               | 7                      | 4                      | 0                       | 0                          | 12                  | 74                         | 19                       | 110       |
|                        | LONDON CITY       | SCOT AIRWAYS                    | S                 | D           | 110               | 0         | 9                          | 70               | 20               | 9                      | 1                      | 0                       | 0                          | 12                  | 78                         | 12                       | 105       |
| <b>TOTAL DUNDEE</b>    |                   |                                 |                   |             | <b>219</b>        | <b>3</b>  | <b>19</b>                  | <b>71</b>        | <b>18</b>        | <b>8</b>               | <b>2</b>               | <b>0</b>                | <b>0</b>                   | <b>12</b>           | <b>80</b>                  | <b>14</b>                | <b>14</b> |
| DUSSELDORF             | STANSTED          | AIR BERLIN                      | S                 | A           | 80                | 0         | 0                          | 91               | 6                | 1                      | 1                      | 0                       | 0                          | 4                   | 0                          | 0                        | 0         |
|                        | STANSTED          | AIR BERLIN                      | S                 | D           | 80                | 0         | 0                          | 78               | 11               | 10                     | 1                      | 0                       | 0                          | 12                  | 0                          | 0                        | 0         |
|                        | BIRMINGHAM        | BRITISH AIRWAYS CITIEXPRESS LTD | S                 | A           | 107               | 0         | 0                          | 88               | 7                | 3                      | 1                      | 0                       | 1                          | 9                   | 0                          | 0                        | 0         |
|                        | BIRMINGHAM        | BRITISH AIRWAYS CITIEXPRESS LTD | S                 | D           | 107               | 0         | 0                          | 90               | 6                | 5                      | 0                      | 0                       | 0                          | 6                   | 0                          | 0                        | 0         |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: D

| ORIGIN / DESTINATION    | REPORTING AIRPORT | AIRLINE                         | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         |                            | MAR 2003            |                            |                          |          |
|-------------------------|-------------------|---------------------------------|-------------------|-------------|-------------------|----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|----------|
|                         |                   |                                 |                   |             | Actual<br>(7)     | Plan (8) | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |          |
|                         |                   |                                 |                   |             |                   |          |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          | MATCHED  |
| DUSSELDORF              | EDINBURGH         | BRITISH AIRWAYS CITIEXPRESS LTD | S                 | A           | 18                | 0        | 0                          | 89               | 11               | 0                      | 0                      | 0                       | 0                          | 4                   | 67                         | 20                       | 6        |
|                         | EDINBURGH         | BRITISH AIRWAYS CITIEXPRESS LTD | S                 | D           | 6                 | 0        | 0                          | 67               | 17               | 17                     | 0                      | 0                       | 0                          | 10                  | 83                         | 8                        | 24       |
|                         | GLASGOW           | BRITISH AIRWAYS CITIEXPRESS LTD | S                 | A           | 21                | 0        | 0                          | 81               | 0                | 14                     | 5                      | 0                       | 0                          | 14                  | 0                          | 0                        | 0        |
|                         | GLASGOW           | BRITISH AIRWAYS CITIEXPRESS LTD | S                 | D           | 22                | 0        | 0                          | 95               | 5                | 0                      | 0                      | 0                       | 2                          | 0                   | 0                          | 0                        | 0        |
|                         | MANCHESTER        | BRITISH AIRWAYS CITIEXPRESS LTD | S                 | A           | 103               | 0        | 0                          | 83               | 7                | 8                      | 3                      | 0                       | 0                          | 10                  | 0                          | 0                        | 0        |
|                         | MANCHESTER        | BRITISH AIRWAYS CITIEXPRESS LTD | S                 | D           | 103               | 0        | 0                          | 85               | 6                | 6                      | 3                      | 0                       | 0                          | 7                   | 0                          | 0                        | 0        |
|                         | HEATHROW          | BRITISH AIRWAYS PLC             | S                 | A           | 171               | 0        | 0                          | 73               | 11               | 12                     | 5                      | 0                       | 0                          | 14                  | 83                         | 7                        | 150      |
|                         | HEATHROW          | BRITISH AIRWAYS PLC             | S                 | D           | 171               | 0        | 0                          | 78               | 12               | 6                      | 4                      | 0                       | 0                          | 11                  | 85                         | 7                        | 150      |
|                         | BIRMINGHAM        | EUROWINGS LUFTVERKEHRS          | S                 | A           | 57                | 0        | 0                          | 77               | 14               | 7                      | 2                      | 0                       | 0                          | 10                  | 92                         | 4                        | 51       |
|                         | BIRMINGHAM        | EUROWINGS LUFTVERKEHRS          | S                 | D           | 57                | 0        | 0                          | 68               | 19               | 9                      | 2                      | 2                       | 0                          | 15                  | 94                         | 6                        | 51       |
|                         | NEWCASTLE         | EUROWINGS LUFTVERKEHRS          | S                 | A           | 27                | 0        | 0                          | 89               | 0                | 7                      | 4                      | 0                       | 0                          | 7                   | 96                         | 3                        | 26       |
|                         | NEWCASTLE         | EUROWINGS LUFTVERKEHRS          | S                 | D           | 27                | 0        | 0                          | 85               | 4                | 7                      | 4                      | 0                       | 0                          | 9                   | 92                         | 4                        | 26       |
|                         | HEATHROW          | LUFTHANSA                       | S                 | A           | 133               | 0        | 0                          | 83               | 7                | 6                      | 4                      | 0                       | 0                          | 10                  | 93                         | 3                        | 120      |
|                         | HEATHROW          | LUFTHANSA                       | S                 | D           | 133               | 0        | 0                          | 83               | 9                | 5                      | 3                      | 0                       | 0                          | 8                   | 97                         | 3                        | 120      |
|                         | BIRMINGHAM        | LUFTHANSA CITY LINE             | S                 | A           | 20                | 0        | 0                          | 90               | 0                | 10                     | 0                      | 0                       | 0                          | 5                   | 100                        | 0                        | 21       |
|                         | BIRMINGHAM        | LUFTHANSA CITY LINE             | S                 | D           | 20                | 0        | 0                          | 85               | 10               | 5                      | 0                      | 0                       | 0                          | 6                   | 100                        | 3                        | 21       |
|                         | HEATHROW          | LUFTHANSA CITY LINE             | S                 | A           | 10                | 0        | 0                          | 40               | 30               | 10                     | 20                     | 0                       | 0                          | 24                  | 0                          | 0                        | 0        |
|                         | HEATHROW          | LUFTHANSA CITY LINE             | S                 | D           | 10                | 0        | 0                          | 70               | 0                | 20                     | 10                     | 0                       | 0                          | 18                  | 0                          | 0                        | 0        |
|                         | MANCHESTER        | LUFTHANSA CITY LINE             | S                 | A           | 78                | 0        | 0                          | 81               | 8                | 8                      | 4                      | 0                       | 0                          | 10                  | 97                         | 2                        | 78       |
|                         | MANCHESTER        | LUFTHANSA CITY LINE             | S                 | D           | 76                | 0        | 0                          | 88               | 7                | 3                      | 3                      | 0                       | 0                          | 6                   | 99                         | 1                        | 78       |
| <b>TOTAL DUSSELDORF</b> |                   |                                 |                   |             | <b>1637</b>       | <b>0</b> | <b>2</b>                   | <b>82</b>        | <b>9</b>         | <b>7</b>               | <b>3</b>               | <b>0</b>                | <b>0</b>                   | <b>9</b>            | <b>87</b>                  | <b>7</b>                 | <b>7</b> |



## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: E

| ORIGIN / DESTINATION   | REPORTING AIRPORT | AIRLINE                         | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         | MAR 2003                   |                     |                            |                          |           |
|------------------------|-------------------|---------------------------------|-------------------|-------------|-------------------|----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|-----------|
|                        |                   |                                 |                   |             | Actual<br>(7)     | Plan (8) | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |           |
|                        |                   |                                 |                   |             |                   |          |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          | MATCHED   |
| EDINBURGH              | HEATHROW          | BMI BRITISH MIDLAND             | S                 | A           | 240               | 0        | 1                          | 65               | 11               | 17                     | 7                      | 0                       | 0                          | 18                  | 86                         | 6                        | 259       |
|                        | HEATHROW          | BMI BRITISH MIDLAND             | S                 | D           | 241               | 0        | 0                          | 68               | 12               | 13                     | 7                      | 0                       | 0                          | 15                  | 87                         | 7                        | 260       |
|                        | MANCHESTER        | BMI REGIONAL                    | S                 | A           | 126               | 0        | 0                          | 92               | 6                | 2                      | 0                      | 0                       | 0                          | 5                   | 89                         | 8                        | 125       |
|                        | MANCHESTER        | BMI REGIONAL                    | S                 | D           | 127               | 0        | 0                          | 98               | 2                | 0                      | 0                      | 0                       | 0                          | 1                   | 97                         | 3                        | 124       |
|                        | BIRMINGHAM        | BRITISH AIRWAYS CITIEXPRESS LTD | S                 | A           | 167               | 0        | 0                          | 85               | 9                | 4                      | 2                      | 0                       | 0                          | 7                   | 65                         | 18                       | 169       |
|                        | BIRMINGHAM        | BRITISH AIRWAYS CITIEXPRESS LTD | S                 | D           | 167               | 0        | 0                          | 86               | 6                | 4                      | 4                      | 0                       | 0                          | 7                   | 73                         | 16                       | 174       |
|                        | LONDON CITY       | BRITISH AIRWAYS CITIEXPRESS LTD | S                 | A           | 72                | 0        | 0                          | 74               | 8                | 7                      | 10                     | 1                       | 0                          | 19                  | 0                          | 0                        | 0         |
|                        | LONDON CITY       | BRITISH AIRWAYS CITIEXPRESS LTD | S                 | D           | 71                | 0        | 0                          | 69               | 11               | 8                      | 10                     | 1                       | 0                          | 22                  | 0                          | 0                        | 0         |
|                        | MANCHESTER        | BRITISH AIRWAYS CITIEXPRESS LTD | S                 | A           | 161               | 0        | 0                          | 86               | 6                | 4                      | 4                      | 0                       | 0                          | 8                   | 100                        | 0                        | 1         |
|                        | MANCHESTER        | BRITISH AIRWAYS CITIEXPRESS LTD | S                 | D           | 161               | 0        | 0                          | 89               | 4                | 4                      | 3                      | 0                       | 0                          | 6                   | 100                        | 0                        | 1         |
|                        | GATWICK           | BRITISH AIRWAYS PLC             | S                 | A           | 168               | 0        | 0                          | 84               | 11               | 4                      | 2                      | 0                       | 0                          | 7                   | 84                         | 7                        | 160       |
|                        | GATWICK           | BRITISH AIRWAYS PLC             | S                 | D           | 168               | 0        | 0                          | 92               | 6                | 2                      | 0                      | 0                       | 0                          | 4                   | 81                         | 9                        | 161       |
|                        | HEATHROW          | BRITISH AIRWAYS PLC             | S                 | A           | 343               | 0        | 1                          | 62               | 20               | 12                     | 6                      | 0                       | 0                          | 18                  | 83                         | 8                        | 339       |
|                        | HEATHROW          | BRITISH AIRWAYS PLC             | S                 | D           | 344               | 0        | 0                          | 77               | 15               | 6                      | 2                      | 0                       | 0                          | 10                  | 87                         | 7                        | 339       |
|                        | BIRMINGHAM        | DUO AIRWAYS LTD                 | S                 | A           | 4                 | 0        | 2                          | 75               | 25               | 0                      | 0                      | 0                       | 0                          | 15                  | 0                          | 0                        | 0         |
|                        | BIRMINGHAM        | DUO AIRWAYS LTD                 | S                 | D           | 5                 | 0        | 5                          | 60               | 0                | 20                     | 20                     | 0                       | 0                          | 26                  | 0                          | 0                        | 0         |
|                        | GATWICK           | EASYJET AIRLINE COMPANY LTD     | S                 | A           | 115               | 0        | 1                          | 73               | 14               | 11                     | 2                      | 0                       | 0                          | 12                  | 78                         | 10                       | 139       |
|                        | GATWICK           | EASYJET AIRLINE COMPANY LTD     | S                 | D           | 115               | 0        | 1                          | 77               | 13               | 9                      | 2                      | 0                       | 0                          | 11                  | 82                         | 12                       | 140       |
|                        | LUTON             | EASYJET AIRLINE COMPANY LTD     | S                 | A           | 185               | 0        | 1                          | 81               | 9                | 8                      | 2                      | 1                       | 0                          | 10                  | 89                         | 5                        | 189       |
|                        | LUTON             | EASYJET AIRLINE COMPANY LTD     | S                 | D           | 186               | 0        | 0                          | 79               | 9                | 9                      | 2                      | 1                       | 0                          | 11                  | 84                         | 9                        | 189       |
|                        | STANSTED          | EASYJET AIRLINE COMPANY LTD     | S                 | A           | 172               | 0        | 1                          | 86               | 6                | 4                      | 3                      | 0                       | 0                          | 9                   | 83                         | 11                       | 190       |
|                        | STANSTED          | EASYJET AIRLINE COMPANY LTD     | S                 | D           | 172               | 0        | 1                          | 76               | 10               | 10                     | 3                      | 1                       | 0                          | 15                  | 70                         | 18                       | 192       |
|                        | BIRMINGHAM        | FLYBE.BRITISH EUROPEAN          | S                 | A           | 145               | 0        | 1                          | 75               | 14               | 6                      | 4                      | 1                       | 0                          | 14                  | 76                         | 13                       | 131       |
|                        | BIRMINGHAM        | FLYBE.BRITISH EUROPEAN          | S                 | D           | 145               | 0        | 1                          | 73               | 18               | 6                      | 3                      | 1                       | 0                          | 13                  | 83                         | 12                       | 132       |
|                        | LONDON CITY       | SCOT AIRWAYS                    | S                 | A           | 218               | 0        | 9                          | 77               | 17               | 5                      | 2                      | 0                       | 0                          | 11                  | 73                         | 14                       | 219       |
|                        | LONDON CITY       | SCOT AIRWAYS                    | S                 | D           | 219               | 0        | 8                          | 87               | 9                | 3                      | 1                      | 0                       | 0                          | 7                   | 78                         | 11                       | 223       |
| <b>TOTAL EDINBURGH</b> |                   |                                 |                   |             | <b>4237</b>       | <b>5</b> | <b>33</b>                  | <b>79</b>        | <b>11</b>        | <b>7</b>               | <b>3</b>               | <b>0</b>                | <b>0</b>                   | <b>11</b>           | <b>82</b>                  | <b>10</b>                | <b>10</b> |
| EINDHOVEN              | HEATHROW          | HOLLANDEXEL                     | S                 | A           | 46                | 0        | 0                          | 67               | 24               | 7                      | 2                      | 0                       | 0                          | 12                  | 79                         | 9                        | 42        |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: E

| ORIGIN / DESTINATION   | REPORTING AIRPORT | AIRLINE                | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         |                            | MAR 2003            |                            |                          |           |
|------------------------|-------------------|------------------------|-------------------|-------------|-------------------|----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|-----------|
|                        |                   |                        |                   |             | MATCHED           |          | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |           |
|                        |                   |                        |                   |             | Actual<br>(7)     | Plan (8) |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |           |
| EINDHOVEN              | HEATHROW          | HOLLANDEXEL            | S                 | D           | 46                | 0        | 0                          | 61               | 22               | 13                     | 4                      | 0                       | 0                          | 17                  | 81                         | 11                       | 42        |
|                        | STANSTED          | RYANAIR                | S                 | A           | 52                | 0        | 2                          | 94               | 2                | 2                      | 2                      | 0                       | 0                          | 3                   | 93                         | 4                        | 30        |
|                        | STANSTED          | RYANAIR                | S                 | D           | 54                | 0        | 0                          | 89               | 7                | 0                      | 2                      | 2                       | 0                          | 9                   | 94                         | 4                        | 31        |
| <b>TOTAL EINDHOVEN</b> |                   |                        |                   |             | <b>198</b>        | <b>0</b> | <b>2</b>                   | <b>79</b>        | <b>13</b>        | <b>5</b>               | <b>3</b>               | <b>1</b>                | <b>0</b>                   | <b>10</b>           | <b>76</b>                  | <b>11</b>                | <b>11</b> |
| ENTEBBE                | HEATHROW          | BRITISH AIRWAYS PLC    | S                 | A           | 14                | 0        | 0                          | 64               | 21               | 7                      | 7                      | 0                       | 0                          | 16                  | 85                         | 5                        | 13        |
|                        | HEATHROW          | BRITISH AIRWAYS PLC    | S                 | D           | 13                | 0        | 0                          | 69               | 23               | 8                      | 0                      | 0                       | 0                          | 11                  | 92                         | 3                        | 13        |
| <b>TOTAL ENTEBBE</b>   |                   |                        |                   |             | <b>27</b>         | <b>1</b> | <b>0</b>                   | <b>67</b>        | <b>22</b>        | <b>7</b>               | <b>4</b>               | <b>0</b>                | <b>0</b>                   | <b>14</b>           | <b>88</b>                  | <b>4</b>                 | <b>4</b>  |
| ERFURT                 | STANSTED          | RYANAIR                | S                 | A           | 31                | 0        | 0                          | 97               | 0                | 3                      | 0                      | 0                       | 0                          | 1                   | 0                          | 0                        | 0         |
|                        | STANSTED          | RYANAIR                | S                 | D           | 31                | 0        | 0                          | 100              | 0                | 0                      | 0                      | 0                       | 0                          | 2                   | 0                          | 0                        | 0         |
| <b>TOTAL ERFURT</b>    |                   |                        |                   |             | <b>62</b>         | <b>0</b> | <b>0</b>                   | <b>98</b>        | <b>0</b>         | <b>2</b>               | <b>0</b>               | <b>0</b>                | <b>0</b>                   | <b>2</b>            | <b>0</b>                   | <b>0</b>                 | <b>0</b>  |
| ESBJERG                | STANSTED          | RYANAIR                | S                 | A           | 31                | 0        | 0                          | 90               | 6                | 0                      | 3                      | 0                       | 0                          | 4                   | 94                         | 2                        | 31        |
|                        | STANSTED          | RYANAIR                | S                 | D           | 31                | 0        | 0                          | 90               | 0                | 6                      | 3                      | 0                       | 0                          | 8                   | 87                         | 6                        | 31        |
| <b>TOTAL ESBJERG</b>   |                   |                        |                   |             | <b>62</b>         | <b>0</b> | <b>0</b>                   | <b>90</b>        | <b>3</b>         | <b>3</b>               | <b>3</b>               | <b>0</b>                | <b>0</b>                   | <b>6</b>            | <b>90</b>                  | <b>4</b>                 | <b>4</b>  |
| EXETER                 | EDINBURGH         | FLYBE.BRITISH EUROPEAN | S                 | A           | 3                 | 1        | 0                          | 100              | 0                | 0                      | 0                      | 0                       | 0                          | 3                   | 0                          | 0                        | 0         |
|                        | EDINBURGH         | FLYBE.BRITISH EUROPEAN | S                 | D           | 3                 | 1        | 0                          | 100              | 0                | 0                      | 0                      | 0                       | 0                          | 1                   | 0                          | 0                        | 0         |
|                        | GLASGOW           | FLYBE.BRITISH EUROPEAN | S                 | A           | 4                 | 0        | 0                          | 75               | 0                | 25                     | 0                      | 0                       | 0                          | 15                  | 0                          | 0                        | 0         |
|                        | GLASGOW           | FLYBE.BRITISH EUROPEAN | S                 | D           | 4                 | 0        | 0                          | 100              | 0                | 0                      | 0                      | 0                       | 0                          | 0                   | 0                          | 0                        | 0         |
| <b>TOTAL EXETER</b>    |                   |                        |                   |             | <b>14</b>         | <b>2</b> | <b>0</b>                   | <b>93</b>        | <b>0</b>         | <b>7</b>               | <b>0</b>               | <b>0</b>                | <b>0</b>                   | <b>5</b>            | <b>0</b>                   | <b>0</b>                 | <b>0</b>  |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: F

| ORIGIN / DESTINATION         | REPORTING AIRPORT | AIRLINE                     | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |          | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  |                   | MAR 2003             |               |                      |                    |          |          |
|------------------------------|-------------------|-----------------------------|----------------|----------|-------------------|----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|----------|----------|
|                              |                   |                             |                |          | MATCHED           |          | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |          |          |
|                              |                   |                             |                |          | Actual (7)        | Plan (8) |                            |               |               |                  |                  |                   |                      |               |                      |                    |          |          |
| FAGERNES/LEIRIN              |                   |                             |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |          |          |
|                              | GATWICK           | ASTRAEUS LTD                | C              | A        | 4                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 2             | 0                    | 0                  | 0        | 0        |
|                              | GATWICK           | ASTRAEUS LTD                | C              | D        | 4                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 3             | 0                    | 0                  | 0        | 0        |
|                              | STANSTED          | TITAN AIRWAYS LTD           | C              | A        | 3                 | 1        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 0             | 0                    | 0                  | 0        | 0        |
|                              | STANSTED          | TITAN AIRWAYS LTD           | C              | D        | 3                 | 1        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 0             | 0                    | 0                  | 0        | 0        |
| <b>TOTAL FAGERNES/LEIRIN</b> |                   |                             |                |          | <b>14</b>         | <b>2</b> | <b>0</b>                   | <b>100</b>    | <b>0</b>      | <b>0</b>         | <b>0</b>         | <b>0</b>          | <b>0</b>             | <b>1</b>      | <b>0</b>             | <b>0</b>           | <b>0</b> | <b>0</b> |
| FARNBOROUGH                  |                   |                             |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |          |          |
| FARO                         |                   |                             |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |          |          |
|                              | MANCHESTER        | AIR MALTA                   | C              | A        | 4                 | 0        | 0                          | 25            | 50            | 25               | 0                | 0                 | 0                    | 19            | 0                    | 0                  | 0        | 0        |
|                              | MANCHESTER        | AIR MALTA                   | C              | D        | 4                 | 0        | 0                          | 50            | 0             | 50               | 0                | 0                 | 0                    | 28            | 0                    | 0                  | 0        | 0        |
|                              | HEATHROW          | AIR PORTUGAL                | S              | A        | 19                | 0        | 0                          | 47            | 21            | 16               | 16               | 0                 | 0                    | 28            | 81                   | 9                  | 31       | 31       |
|                              | HEATHROW          | AIR PORTUGAL                | S              | D        | 19                | 0        | 0                          | 37            | 26            | 32               | 5                | 0                 | 0                    | 24            | 94                   | 3                  | 31       | 31       |
|                              | BIRMINGHAM        | BRITANNIA AIRWAYS           | C              | A        | 4                 | 0        | 0                          | 25            | 25            | 0                | 25               | 0                 | 25                   | 176           | 75                   | 5                  | 4        | 4        |
|                              | BIRMINGHAM        | BRITANNIA AIRWAYS           | C              | D        | 4                 | 0        | 0                          | 0             | 50            | 0                | 50               | 0                 | 0                    | 73            | 100                  | 0                  | 4        | 4        |
|                              | GATWICK           | BRITANNIA AIRWAYS           | C              | A        | 4                 | 0        | 0                          | 50            | 0             | 0                | 50               | 0                 | 0                    | 70            | 100                  | 1                  | 4        | 4        |
|                              | GATWICK           | BRITANNIA AIRWAYS           | C              | D        | 4                 | 0        | 0                          | 75            | 0             | 0                | 25               | 0                 | 0                    | 31            | 75                   | 7                  | 4        | 4        |
|                              | GLASGOW           | BRITANNIA AIRWAYS           | C              | A        | 4                 | 0        | 0                          | 75            | 0             | 25               | 0                | 0                 | 0                    | 12            | 0                    | 0                  | 0        | 0        |
|                              | GLASGOW           | BRITANNIA AIRWAYS           | C              | D        | 4                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 5             | 0                    | 0                  | 0        | 0        |
|                              | MANCHESTER        | BRITANNIA AIRWAYS           | C              | A        | 4                 | 0        | 0                          | 75            | 25            | 0                | 0                | 0                 | 0                    | 12            | 75                   | 12                 | 4        | 4        |
|                              | MANCHESTER        | BRITANNIA AIRWAYS           | C              | D        | 4                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 6             | 100                  | 5                  | 4        | 4        |
|                              | LUTON             | EASYJET AIRLINE COMPANY LTD | S              | A        | 35                | 0        | 0                          | 94            | 3             | 0                | 3                | 0                 | 0                    | 3             | 0                    | 0                  | 0        | 0        |
|                              | LUTON             | EASYJET AIRLINE COMPANY LTD | S              | D        | 35                | 0        | 0                          | 86            | 9             | 3                | 3                | 0                 | 0                    | 9             | 0                    | 0                  | 0        | 0        |
|                              | STANSTED          | EASYJET AIRLINE COMPANY LTD | S              | A        | 35                | 0        | 0                          | 83            | 14            | 3                | 0                | 0                 | 0                    | 5             | 61                   | 25                 | 62       | 62       |
|                              | STANSTED          | EASYJET AIRLINE COMPANY LTD | S              | D        | 35                | 0        | 0                          | 83            | 6             | 11               | 0                | 0                 | 0                    | 12            | 39                   | 35                 | 62       | 62       |
|                              | GATWICK           | EXCEL AIRWAYS LTD           | C              | A        | 4                 | 0        | 0                          | 50            | 25            | 25               | 0                | 0                 | 0                    | 14            | 40                   | 18                 | 5        | 5        |
|                              | GATWICK           | EXCEL AIRWAYS LTD           | C              | D        | 4                 | 0        | 0                          | 75            | 25            | 0                | 0                | 0                 | 0                    | 6             | 100                  | 4                  | 5        | 5        |
|                              | BIRMINGHAM        | FIRST CHOICE AIRWAYS LTD    | C              | A        | 5                 | 0        | 0                          | 80            | 0             | 0                | 20               | 0                 | 0                    | 28            | 100                  | 0                  | 4        | 4        |
|                              | BIRMINGHAM        | FIRST CHOICE AIRWAYS LTD    | C              | D        | 5                 | 0        | 0                          | 60            | 0             | 20               | 20               | 0                 | 0                    | 35            | 100                  | 4                  | 4        | 4        |
|                              | GATWICK           | FIRST CHOICE AIRWAYS LTD    | C              | A        | 12                | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 2             | 71                   | 11                 | 14       | 14       |
|                              | GATWICK           | FIRST CHOICE AIRWAYS LTD    | C              | D        | 12                | 0        | 0                          | 83            | 8             | 8                | 0                | 0                 | 0                    | 8             | 79                   | 11                 | 14       | 14       |
|                              | GLASGOW           | FIRST CHOICE AIRWAYS LTD    | C              | A        | 4                 | 0        | 0                          | 75            | 0             | 0                | 0                | 25                | 0                    | 82            | 0                    | 0                  | 0        | 0        |
|                              | GLASGOW           | FIRST CHOICE AIRWAYS LTD    | C              | D        | 4                 | 0        | 0                          | 75            | 0             | 0                | 0                | 25                | 0                    | 85            | 0                    | 0                  | 0        | 0        |
|                              | MANCHESTER        | FIRST CHOICE AIRWAYS LTD    | C              | A        | 12                | 0        | 0                          | 75            | 8             | 8                | 8                | 0                 | 0                    | 22            | 71                   | 17                 | 14       | 14       |
|                              | MANCHESTER        | FIRST CHOICE AIRWAYS LTD    | C              | D        | 12                | 0        | 0                          | 83            | 8             | 0                | 0                | 8                 | 0                    | 17            | 79                   | 11                 | 14       | 14       |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: F

| ORIGIN / DESTINATION | REPORTING AIRPORT | AIRLINE                  | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |          | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  |                   | MAR 2003             |               |                      |                    |           |
|----------------------|-------------------|--------------------------|----------------|----------|-------------------|----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|-----------|
|                      |                   |                          |                |          | Actual (7)        | Plan (8) | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |           |
|                      |                   |                          |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    | MATCHED   |
| FARO                 | GATWICK           | GB AIRWAYS LTD           | S              | A        | 39                | 0        | 0                          | 92            | 3             | 5                | 0                | 0                 | 0                    | 5             | 70                   | 20                 | 53        |
|                      | GATWICK           | GB AIRWAYS LTD           | S              | D        | 39                | 0        | 0                          | 85            | 8             | 5                | 3                | 0                 | 0                    | 10            | 48                   | 28                 | 54        |
|                      | GATWICK           | MONARCH AIRLINES         | S              | A        | 28                | 0        | 0                          | 89            | 4             | 4                | 4                | 0                 | 0                    | 8             | 0                    | 0                  | 0         |
|                      | GATWICK           | MONARCH AIRLINES         | C              | A        | 4                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 2             | 40                   | 24                 | 10        |
|                      | GATWICK           | MONARCH AIRLINES         | C              | D        | 4                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 3             | 80                   | 16                 | 10        |
|                      | GATWICK           | MONARCH AIRLINES         | S              | D        | 28                | 0        | 0                          | 86            | 7             | 7                | 0                | 0                 | 0                    | 8             | 0                    | 0                  | 0         |
|                      | LUTON             | MONARCH AIRLINES         | S              | A        | 8                 | 0        | 0                          | 63            | 38            | 0                | 0                | 0                 | 0                    | 10            | 89                   | 3                  | 9         |
|                      | LUTON             | MONARCH AIRLINES         | S              | D        | 8                 | 0        | 0                          | 88            | 13            | 0                | 0                | 0                 | 0                    | 5             | 78                   | 9                  | 9         |
|                      | MANCHESTER        | MONARCH AIRLINES         | C              | A        | 4                 | 0        | 0                          | 75            | 0             | 25               | 0                | 0                 | 0                    | 16            | 60                   | 20                 | 5         |
|                      | MANCHESTER        | MONARCH AIRLINES         | S              | A        | 31                | 0        | 0                          | 77            | 16            | 6                | 0                | 0                 | 0                    | 10            | 50                   | 17                 | 14        |
|                      | MANCHESTER        | MONARCH AIRLINES         | S              | D        | 31                | 0        | 0                          | 97            | 0             | 3                | 0                | 0                 | 0                    | 4             | 93                   | 6                  | 14        |
|                      | MANCHESTER        | MONARCH AIRLINES         | C              | D        | 4                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 1             | 60                   | 17                 | 5         |
|                      | BIRMINGHAM        | MY TRAVEL AIRWAYS UK     | S              | A        | 23                | 0        | 1                          | 78            | 13            | 9                | 0                | 0                 | 0                    | 9             | 0                    | 0                  | 0         |
|                      | BIRMINGHAM        | MY TRAVEL AIRWAYS UK     | S              | D        | 24                | 0        | 0                          | 79            | 17            | 4                | 0                | 0                 | 0                    | 11            | 0                    | 0                  | 0         |
|                      | GATWICK           | MY TRAVEL AIRWAYS UK     | C              | A        | 8                 | 0        | 0                          | 88            | 0             | 0                | 13               | 0                 | 0                    | 10            | 80                   | 10                 | 5         |
|                      | GATWICK           | MY TRAVEL AIRWAYS UK     | C              | D        | 8                 | 0        | 0                          | 88            | 0             | 0                | 13               | 0                 | 0                    | 11            | 100                  | 0                  | 5         |
|                      | GLASGOW           | MY TRAVEL AIRWAYS UK     | C              | A        | 4                 | 0        | 0                          | 75            | 25            | 0                | 0                | 0                 | 0                    | 13            | 20                   | 36                 | 5         |
|                      | GLASGOW           | MY TRAVEL AIRWAYS UK     | C              | D        | 4                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 2             | 40                   | 18                 | 5         |
|                      | MANCHESTER        | MY TRAVEL AIRWAYS UK     | C              | A        | 8                 | 0        | 0                          | 75            | 13            | 13               | 0                | 0                 | 0                    | 15            | 29                   | 24                 | 14        |
|                      | MANCHESTER        | MY TRAVEL AIRWAYS UK     | C              | D        | 8                 | 0        | 0                          | 75            | 13            | 13               | 0                | 0                 | 0                    | 8             | 86                   | 11                 | 14        |
|                      | NEWCASTLE         | MY TRAVEL AIRWAYS UK     | C              | A        | 4                 | 0        | 0                          | 75            | 25            | 0                | 0                | 0                 | 0                    | 12            | 60                   | 16                 | 5         |
|                      | NEWCASTLE         | MY TRAVEL AIRWAYS UK     | C              | D        | 4                 | 0        | 0                          | 75            | 25            | 0                | 0                | 0                 | 0                    | 7             | 100                  | 4                  | 5         |
|                      | STANSTED          | MY TRAVEL AIRWAYS UK     | C              | A        | 4                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 0             | 100                  | 2                  | 4         |
|                      | STANSTED          | MY TRAVEL AIRWAYS UK     | C              | D        | 4                 | 0        | 0                          | 75            | 25            | 0                | 0                | 0                 | 0                    | 11            | 75                   | 21                 | 4         |
|                      | GATWICK           | THOMAS COOK AIRLINES LTD | C              | A        | 8                 | 0        | 0                          | 75            | 0             | 0                | 13               | 0                 | 13                   | 76            | 60                   | 25                 | 10        |
|                      | GATWICK           | THOMAS COOK AIRLINES LTD | C              | D        | 8                 | 0        | 0                          | 63            | 13            | 0                | 13               | 0                 | 13                   | 83            | 70                   | 24                 | 10        |
|                      | GLASGOW           | THOMAS COOK AIRLINES LTD | C              | A        | 4                 | 0        | 0                          | 75            | 0             | 0                | 25               | 0                 | 0                    | 25            | 0                    | 0                  | 0         |
|                      | GLASGOW           | THOMAS COOK AIRLINES LTD | C              | D        | 5                 | 0        | 0                          | 80            | 0             | 0                | 20               | 0                 | 0                    | 25            | 100                  | 0                  | 1         |
|                      | MANCHESTER        | THOMAS COOK AIRLINES LTD | C              | A        | 8                 | 0        | 0                          | 88            | 0             | 13               | 0                | 0                 | 0                    | 8             | 80                   | 6                  | 10        |
|                      | MANCHESTER        | THOMAS COOK AIRLINES LTD | C              | D        | 9                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 2             | 90                   | 4                  | 10        |
| <b>TOTAL FARO</b>    |                   |                          |                |          | <b>674</b>        | <b>0</b> | <b>1</b>                   | <b>80</b>     | <b>9</b>      | <b>6</b>         | <b>3</b>         | <b>0</b>          | <b>1</b>             | <b>15</b>     | <b>69</b>            | <b>17</b>          | <b>17</b> |
| FLORENCE             | GATWICK           | MERIDIANA AIR            | S              | A        | 40                | 0        | 1                          | 83            | 5             | 5                | 5                | 3                 | 0                    | 16            | 77                   | 13                 | 62        |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: F

| ORIGIN / DESTINATION  | REPORTING AIRPORT | AIRLINE                         | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  |                   | MAR 2003             |               |                      |                    |
|-----------------------|-------------------|---------------------------------|----------------|----------|-------------------|----------|-----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|
|                       |                   |                                 |                |          | MATCHED           |          | UNMATCHED | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |
|                       |                   |                                 |                |          | Actual (7)        | Plan (8) |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |
| FLORENCE              | GATWICK           | MERIDIANA AIR                   |                | S D      | 40                | 0        | 1         | 78                         | 8             | 10            | 3                | 3                | 0                 | 14                   | 79            | 9                    | 61                 |
| <b>TOTAL FLORENCE</b> |                   |                                 |                |          | <b>80</b>         | <b>0</b> | <b>2</b>  | <b>80</b>                  | <b>6</b>      | <b>8</b>      | <b>4</b>         | <b>3</b>         | <b>0</b>          | <b>15</b>            | <b>78</b>     | <b>11</b>            | <b>11</b>          |
| FORLI                 | STANSTED          | RYANAIR                         |                | S A      | 61                | 1        | 1         | 77                         | 16            | 7             | 0                | 0                | 0                 | 9                    | 67            | 14                   | 30                 |
|                       | STANSTED          | RYANAIR                         |                | S D      | 62                | 0        | 0         | 81                         | 16            | 3             | 0                | 0                | 0                 | 9                    | 65            | 18                   | 31                 |
| <b>TOTAL FORLI</b>    |                   |                                 |                |          | <b>123</b>        | <b>2</b> | <b>1</b>  | <b>79</b>                  | <b>16</b>     | <b>5</b>      | <b>0</b>         | <b>0</b>         | <b>0</b>          | <b>9</b>             | <b>66</b>     | <b>16</b>            | <b>16</b>          |
| FORT LAUDERDALE       |                   |                                 |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |
| FRANKFURT MAIN        | LONDON CITY       | AUGSBURG AIRWAYS GMBH           |                | S A      | 22                | 0        | 0         | 86                         | 9             | 0             | 5                | 0                | 0                 | 9                    | 86            | 8                    | 21                 |
|                       | LONDON CITY       | AUGSBURG AIRWAYS GMBH           |                | S D      | 22                | 0        | 0         | 59                         | 27            | 9             | 5                | 0                | 0                 | 15                   | 48            | 17                   | 21                 |
|                       | BIRMINGHAM        | BRITISH AIRWAYS CITIEXPRESS LTD |                | S A      | 124               | 0        | 0         | 89                         | 8             | 2             | 1                | 0                | 0                 | 5                    | 0             | 0                    | 0                  |
|                       | BIRMINGHAM        | BRITISH AIRWAYS CITIEXPRESS LTD |                | S D      | 127               | 0        | 0         | 82                         | 6             | 8             | 5                | 0                | 0                 | 10                   | 0             | 0                    | 0                  |
|                       | GLASGOW           | BRITISH AIRWAYS CITIEXPRESS LTD |                | S A      | 51                | 0        | 0         | 78                         | 10            | 4             | 8                | 0                | 0                 | 11                   | 93            | 3                    | 46                 |
|                       | GLASGOW           | BRITISH AIRWAYS CITIEXPRESS LTD |                | S D      | 49                | 0        | 0         | 73                         | 18            | 2             | 6                | 0                | 0                 | 11                   | 0             | 0                    | 0                  |
|                       | LONDON CITY       | BRITISH AIRWAYS CITIEXPRESS LTD |                | S A      | 71                | 0        | 0         | 87                         | 4             | 4             | 3                | 1                | 0                 | 11                   | 100           | 5                    | 4                  |
|                       | LONDON CITY       | BRITISH AIRWAYS CITIEXPRESS LTD |                | S D      | 70                | 0        | 0         | 67                         | 16            | 11            | 4                | 1                | 0                 | 19                   | 50            | 11                   | 4                  |
|                       | MANCHESTER        | BRITISH AIRWAYS CITIEXPRESS LTD |                | S A      | 141               | 0        | 0         | 80                         | 11            | 7             | 1                | 0                | 0                 | 9                    | 0             | 0                    | 0                  |
|                       | MANCHESTER        | BRITISH AIRWAYS CITIEXPRESS LTD |                | S D      | 143               | 0        | 0         | 88                         | 6             | 5             | 1                | 0                | 0                 | 5                    | 0             | 0                    | 0                  |
|                       | GATWICK           | BRITISH AIRWAYS PLC             |                | S A      | 53                | 0        | 0         | 87                         | 6             | 4             | 4                | 0                | 0                 | 7                    | 88            | 6                    | 80                 |
|                       | GATWICK           | BRITISH AIRWAYS PLC             |                | S D      | 53                | 0        | 0         | 85                         | 4             | 9             | 2                | 0                | 0                 | 8                    | 81            | 10                   | 79                 |
|                       | HEATHROW          | BRITISH AIRWAYS PLC             |                | S A      | 215               | 0        | 4         | 74                         | 13            | 10            | 3                | 0                | 0                 | 12                   | 82            | 7                    | 259                |
|                       | HEATHROW          | BRITISH AIRWAYS PLC             |                | S D      | 219               | 0        | 0         | 71                         | 18            | 8             | 3                | 0                | 0                 | 14                   | 82            | 9                    | 259                |
|                       | BIRMINGHAM        | LUFTHANSA                       |                | S A      | 93                | 0        | 0         | 85                         | 5             | 9             | 0                | 1                | 0                 | 9                    | 89            | 5                    | 93                 |
|                       | BIRMINGHAM        | LUFTHANSA                       |                | S D      | 93                | 0        | 0         | 70                         | 23            | 5             | 2                | 0                | 0                 | 13                   | 86            | 9                    | 93                 |
|                       | HEATHROW          | LUFTHANSA                       |                | S A      | 307               | 0        | 1         | 71                         | 16            | 7             | 5                | 0                | 0                 | 12                   | 84            | 8                    | 305                |
|                       | HEATHROW          | LUFTHANSA                       |                | S D      | 307               | 1        | 1         | 72                         | 18            | 7             | 3                | 0                | 0                 | 13                   | 83            | 10                   | 305                |
|                       | MANCHESTER        | LUFTHANSA                       |                | S A      | 93                | 0        | 0         | 80                         | 14            | 5             | 1                | 0                | 0                 | 9                    | 75            | 10                   | 93                 |
|                       | MANCHESTER        | LUFTHANSA                       |                | S D      | 93                | 0        | 0         | 86                         | 5             | 8             | 1                | 0                | 0                 | 8                    | 87            | 6                    | 93                 |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: F

| ORIGIN / DESTINATION         | REPORTING AIRPORT | AIRLINE                  | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |          | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  |                   |                      | MAR 2003      |                      |                    |           |  |
|------------------------------|-------------------|--------------------------|----------------|----------|-------------------|----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|-----------|--|
|                              |                   |                          |                |          | MATCHED           |          | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |           |  |
|                              |                   |                          |                |          | Actual (7)        | Plan (8) |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |  |
| FRANKFURT MAIN               |                   |                          |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |  |
|                              | EDINBURGH         | LUFTHANSA CITY LINE      | S              | A        | 93                | 0        | 0                          | 71            | 15            | 10               | 4                | 0                 | 0                    | 14            | 0                    | 0                  | 0         |  |
|                              | EDINBURGH         | LUFTHANSA CITY LINE      | S              | D        | 92                | 0        | 0                          | 62            | 22            | 13               | 2                | 1                 | 0                    | 20            | 0                    | 0                  | 0         |  |
|                              | LONDON CITY       | LUFTHANSA CITY LINE      | S              | A        | 46                | 0        | 0                          | 91            | 4             | 2                | 2                | 0                 | 0                    | 6             | 88                   | 7                  | 65        |  |
|                              | LONDON CITY       | LUFTHANSA CITY LINE      | S              | D        | 46                | 0        | 0                          | 61            | 30            | 7                | 2                | 0                 | 0                    | 15            | 49                   | 17                 | 65        |  |
| <b>TOTAL FRANKFURT MAIN</b>  |                   |                          |                |          | <b>2624</b>       | <b>3</b> | <b>21</b>                  | <b>76</b>     | <b>13</b>     | <b>7</b>         | <b>3</b>         | <b>0</b>          | <b>0</b>             | <b>11</b>     | <b>81</b>            | <b>9</b>           | <b>9</b>  |  |
| FREEPORT                     |                   |                          |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |  |
| <b>TOTAL FREEPORT</b>        |                   |                          |                |          | <b>4</b>          | <b>0</b> | <b>0</b>                   | <b>50</b>     | <b>25</b>     | <b>0</b>         | <b>25</b>        | <b>0</b>          | <b>0</b>             | <b>33</b>     | <b>0</b>             | <b>0</b>           | <b>0</b>  |  |
| FREETOWN                     |                   |                          |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |  |
|                              | GATWICK           | SIERRA NATIONAL AIRLINES | S              | A        | 9                 | 0        | 4                          | 44            | 22            | 33               | 0                | 0                 | 0                    | 20            | 67                   | 13                 | 9         |  |
|                              | GATWICK           | SIERRA NATIONAL AIRLINES | S              | D        | 9                 | 0        | 4                          | 33            | 33            | 22               | 11               | 0                 | 0                    | 26            | 100                  | 6                  | 4         |  |
| <b>TOTAL FREETOWN</b>        |                   |                          |                |          | <b>18</b>         | <b>0</b> | <b>8</b>                   | <b>39</b>     | <b>28</b>     | <b>28</b>        | <b>6</b>         | <b>0</b>          | <b>0</b>             | <b>23</b>     | <b>77</b>            | <b>11</b>          | <b>11</b> |  |
| FRIEDRICHSHAFEN              |                   |                          |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |  |
|                              | STANSTED          | RYANAIR                  | S              | A        | 31                | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 0             | 93                   | 7                  | 30        |  |
|                              | STANSTED          | RYANAIR                  | S              | D        | 31                | 0        | 0                          | 94            | 6             | 0                | 0                | 0                 | 0                    | 4             | 71                   | 14                 | 31        |  |
| <b>TOTAL FRIEDRICHSHAFEN</b> |                   |                          |                |          | <b>62</b>         | <b>0</b> | <b>0</b>                   | <b>97</b>     | <b>3</b>      | <b>0</b>         | <b>0</b>         | <b>0</b>          | <b>0</b>             | <b>2</b>      | <b>81</b>            | <b>11</b>          | <b>11</b> |  |
| FUERTEVENTURA                |                   |                          |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |  |
|                              | BIRMINGHAM        | BRITANNIA AIRWAYS        | C              | A        | 4                 | 0        | 0                          | 75            | 0             | 0                | 0                | 0                 | 25                   | 309           | 100                  | 0                  | 4         |  |
|                              | BIRMINGHAM        | BRITANNIA AIRWAYS        | C              | D        | 5                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 2             | 100                  | 0                  | 4         |  |
|                              | GATWICK           | BRITANNIA AIRWAYS        | C              | A        | 9                 | 0        | 0                          | 67            | 33            | 0                | 0                | 0                 | 0                    | 10            | 100                  | 0                  | 9         |  |
|                              | GATWICK           | BRITANNIA AIRWAYS        | C              | D        | 9                 | 0        | 0                          | 78            | 11            | 11               | 0                | 0                 | 0                    | 10            | 89                   | 3                  | 9         |  |
|                              | GLASGOW           | BRITANNIA AIRWAYS        | C              | A        | 4                 | 0        | 0                          | 75            | 0             | 0                | 25               | 0                 | 0                    | 31            | 0                    | 0                  | 0         |  |
|                              | GLASGOW           | BRITANNIA AIRWAYS        | C              | D        | 5                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 4             | 0                    | 0                  | 0         |  |
|                              | LUTON             | BRITANNIA AIRWAYS        | C              | A        | 4                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 0             | 100                  | 1                  | 4         |  |
|                              | LUTON             | BRITANNIA AIRWAYS        | C              | D        | 5                 | 1        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 1             | 100                  | 7                  | 4         |  |
|                              | MANCHESTER        | BRITANNIA AIRWAYS        | C              | A        | 9                 | 0        | 0                          | 44            | 33            | 0                | 11               | 11                | 0                    | 42            | 89                   | 3                  | 9         |  |
|                              | MANCHESTER        | BRITANNIA AIRWAYS        | C              | D        | 9                 | 0        | 0                          | 67            | 11            | 11               | 0                | 11                | 0                    | 33            | 89                   | 3                  | 9         |  |
|                              | STANSTED          | BRITANNIA AIRWAYS        | C              | A        | 5                 | 0        | 0                          | 60            | 40            | 0                | 0                | 0                 | 0                    | 12            | 100                  | 2                  | 4         |  |
|                              | STANSTED          | BRITANNIA AIRWAYS        | C              | D        | 5                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 1             | 100                  | 4                  | 4         |  |
|                              | GATWICK           | EXCEL AIRWAYS LTD        | C              | A        | 5                 | 0        | 0                          | 80            | 0             | 20               | 0                | 0                 | 0                    | 10            | 100                  | 3                  | 4         |  |
|                              | GATWICK           | EXCEL AIRWAYS LTD        | C              | D        | 6                 | 0        | 0                          | 67            | 17            | 17               | 0                | 0                 | 0                    | 15            | 75                   | 5                  | 4         |  |
|                              | MANCHESTER        | EXCEL AIRWAYS LTD        | C              | A        | 4                 | 0        | 0                          | 25            | 50            | 25               | 0                | 0                 | 0                    | 18            | 0                    | 0                  | 0         |  |
|                              | MANCHESTER        | EXCEL AIRWAYS LTD        | C              | D        | 4                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 0             | 0                    | 0                  | 0         |  |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: F

| ORIGIN / DESTINATION       | REPORTING AIRPORT | AIRLINE                  | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |           |          | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  |                   | MAR 2003             |               |                      |                    |
|----------------------------|-------------------|--------------------------|----------------|----------|-------------------|-----------|----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|
|                            |                   |                          |                |          | Actual (7)        | UNMATCHED |          | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |
|                            |                   |                          |                |          |                   | Plan (8)  |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |
| FUERTEVENTURA              | GATWICK           | FIRST CHOICE AIRWAYS LTD | C              | A        | 14                | 0         | 0        | 100                        | 0             | 0             | 0                | 0                | 0                 | 0                    | 50            | 15                   | 8                  |
|                            | GATWICK           | FIRST CHOICE AIRWAYS LTD | C              | D        | 14                | 0         | 0        | 79                         | 14            | 7             | 0                | 0                | 0                 | 9                    | 88            | 7                    | 8                  |
|                            | LUTON             | FIRST CHOICE AIRWAYS LTD | C              | A        | 4                 | 1         | 0        | 100                        | 0             | 0             | 0                | 0                | 0                 | 2                    | 100           | 5                    | 4                  |
|                            | LUTON             | FIRST CHOICE AIRWAYS LTD | C              | D        | 5                 | 0         | 0        | 80                         | 20            | 0             | 0                | 0                | 0                 | 8                    | 100           | 0                    | 4                  |
|                            | MANCHESTER        | FIRST CHOICE AIRWAYS LTD | C              | A        | 10                | 0         | 0        | 100                        | 0             | 0             | 0                | 0                | 0                 | 1                    | 75            | 10                   | 8                  |
|                            | MANCHESTER        | FIRST CHOICE AIRWAYS LTD | C              | D        | 10                | 0         | 0        | 100                        | 0             | 0             | 0                | 0                | 0                 | 0                    | 100           | 1                    | 8                  |
|                            | GATWICK           | GB AIRWAYS LTD           | S              | A        | 9                 | 0         | 0        | 56                         | 11            | 33            | 0                | 0                | 0                 | 18                   | 0             | 0                    | 0                  |
|                            | GATWICK           | GB AIRWAYS LTD           | S              | D        | 5                 | 0         | 0        | 40                         | 20            | 40            | 0                | 0                | 0                 | 28                   | 0             | 0                    | 0                  |
|                            | BIRMINGHAM        | MY TRAVEL AIRWAYS UK     | C              | A        | 5                 | 0         | 0        | 80                         | 0             | 0             | 20               | 0                | 0                 | 17                   | 75            | 12                   | 4                  |
|                            | BIRMINGHAM        | MY TRAVEL AIRWAYS UK     | C              | D        | 5                 | 0         | 0        | 80                         | 0             | 0             | 20               | 0                | 0                 | 18                   | 100           | 3                    | 4                  |
|                            | GATWICK           | MY TRAVEL AIRWAYS UK     | C              | A        | 9                 | 0         | 0        | 78                         | 11            | 11            | 0                | 0                | 0                 | 7                    | 77            | 9                    | 13                 |
|                            | GATWICK           | MY TRAVEL AIRWAYS UK     | C              | D        | 9                 | 0         | 0        | 56                         | 33            | 11            | 0                | 0                | 0                 | 17                   | 93            | 7                    | 14                 |
|                            | GLASGOW           | MY TRAVEL AIRWAYS UK     | C              | A        | 5                 | 0         | 0        | 40                         | 40            | 20            | 0                | 0                | 0                 | 22                   | 50            | 18                   | 4                  |
|                            | GLASGOW           | MY TRAVEL AIRWAYS UK     | C              | D        | 5                 | 0         | 0        | 80                         | 0             | 20            | 0                | 0                | 0                 | 17                   | 75            | 9                    | 4                  |
|                            | MANCHESTER        | MY TRAVEL AIRWAYS UK     | C              | A        | 8                 | 0         | 0        | 88                         | 13            | 0             | 0                | 0                | 0                 | 5                    | 85            | 7                    | 13                 |
|                            | MANCHESTER        | MY TRAVEL AIRWAYS UK     | C              | D        | 9                 | 0         | 0        | 89                         | 11            | 0             | 0                | 0                | 0                 | 5                    | 93            | 4                    | 14                 |
|                            | NEWCASTLE         | MY TRAVEL AIRWAYS UK     | C              | A        | 5                 | 0         | 0        | 80                         | 20            | 0             | 0                | 0                | 0                 | 5                    | 100           | 2                    | 4                  |
|                            | NEWCASTLE         | MY TRAVEL AIRWAYS UK     | C              | D        | 5                 | 0         | 0        | 100                        | 0             | 0             | 0                | 0                | 0                 | 3                    | 100           | 0                    | 4                  |
|                            | STANSTED          | MY TRAVEL AIRWAYS UK     | C              | A        | 5                 | 0         | 0        | 80                         | 20            | 0             | 0                | 0                | 0                 | 5                    | 100           | 0                    | 4                  |
|                            | STANSTED          | MY TRAVEL AIRWAYS UK     | C              | D        | 5                 | 0         | 0        | 100                        | 0             | 0             | 0                | 0                | 0                 | 4                    | 100           | 4                    | 4                  |
|                            | BIRMINGHAM        | THOMAS COOK AIRLINES LTD | C              | A        | 9                 | 0         | 0        | 100                        | 0             | 0             | 0                | 0                | 0                 | 0                    | 100           | 0                    | 9                  |
|                            | BIRMINGHAM        | THOMAS COOK AIRLINES LTD | C              | D        | 9                 | 0         | 0        | 89                         | 0             | 11            | 0                | 0                | 0                 | 6                    | 100           | 0                    | 9                  |
|                            | GATWICK           | THOMAS COOK AIRLINES LTD | C              | A        | 9                 | 0         | 0        | 78                         | 0             | 22            | 0                | 0                | 0                 | 10                   | 89            | 2                    | 9                  |
|                            | GATWICK           | THOMAS COOK AIRLINES LTD | C              | D        | 10                | 0         | 0        | 80                         | 0             | 10            | 10               | 0                | 0                 | 13                   | 78            | 8                    | 9                  |
|                            | GLASGOW           | THOMAS COOK AIRLINES LTD | C              | A        | 5                 | 0         | 0        | 80                         | 0             | 0             | 20               | 0                | 0                 | 37                   | 100           | 0                    | 4                  |
|                            | GLASGOW           | THOMAS COOK AIRLINES LTD | C              | D        | 5                 | 0         | 0        | 80                         | 0             | 0             | 0                | 20               | 0                 | 45                   | 75            | 5                    | 4                  |
|                            | MANCHESTER        | THOMAS COOK AIRLINES LTD | C              | A        | 11                | 0         | 0        | 82                         | 0             | 9             | 9                | 0                | 0                 | 13                   | 100           | 0                    | 9                  |
|                            | MANCHESTER        | THOMAS COOK AIRLINES LTD | C              | D        | 11                | 0         | 0        | 73                         | 9             | 9             | 9                | 0                | 0                 | 16                   | 100           | 0                    | 9                  |
| <b>TOTAL FUERTEVENTURA</b> |                   |                          |                |          | <b>309</b>        | <b>2</b>  | <b>0</b> | <b>80</b>                  | <b>9</b>      | <b>7</b>      | <b>3</b>         | <b>1</b>         | <b>0</b>          | <b>15</b>            | <b>90</b>     | <b>4</b>             | <b>4</b>           |
| FUNCHAL                    | GATWICK           | AIR PORTUGAL             | S              | A        | 8                 | 0         | 0        | 63                         | 38            | 0             | 0                | 0                | 0                 | 10                   | 0             | 0                    | 0                  |
|                            | GATWICK           | AIR PORTUGAL             | S              | D        | 8                 | 0         | 0        | 100                        | 0             | 0             | 0                | 0                | 0                 | 3                    | 0             | 0                    | 0                  |
|                            | HEATHROW          | AIR PORTUGAL             | S              | A        | 8                 | 0         | 0        | 50                         | 13            | 13            | 13               | 13               | 0                 | 61                   | 33            | 22                   | 9                  |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: F

| ORIGIN / DESTINATION | REPORTING AIRPORT | AIRLINE                  | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |          | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  |                   | MAR 2003             |               |                      |                    |           |
|----------------------|-------------------|--------------------------|----------------|----------|-------------------|----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|-----------|
|                      |                   |                          |                |          | Actual (7)        | Plan (8) | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |           |
|                      |                   |                          |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    | MATCHED   |
| FUNCHAL              | HEATHROW          | AIR PORTUGAL             | S              | D        | 8                 | 0        | 0                          | 38            | 25            | 13               | 13               | 13                | 0                    | 64            | 33                   | 30                 | 9         |
|                      | GATWICK           | BRITANNIA AIRWAYS        | C              | A        | 6                 | 0        | 0                          | 83            | 17            | 0                | 0                | 0                 | 0                    | 6             | 80                   | 6                  | 5         |
|                      | GATWICK           | BRITANNIA AIRWAYS        | C              | D        | 6                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 2             | 100                  | 1                  | 5         |
|                      | LUTON             | BRITANNIA AIRWAYS        | C              | A        | 5                 | 0        | 0                          | 60            | 40            | 0                | 0                | 0                 | 0                    | 12            | 0                    | 0                  | 0         |
|                      | LUTON             | BRITANNIA AIRWAYS        | C              | D        | 5                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 5             | 0                    | 0                  | 0         |
|                      | MANCHESTER        | BRITANNIA AIRWAYS        | C              | A        | 6                 | 0        | 0                          | 50            | 33            | 17               | 0                | 0                 | 0                    | 15            | 100                  | 1                  | 5         |
|                      | MANCHESTER        | BRITANNIA AIRWAYS        | C              | D        | 6                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 0             | 100                  | 0                  | 5         |
|                      | GATWICK           | EXCEL AIRWAYS LTD        | C              | A        | 5                 | 0        | 0                          | 60            | 0             | 40               | 0                | 0                 | 0                    | 20            | 67                   | 25                 | 9         |
|                      | GATWICK           | EXCEL AIRWAYS LTD        | C              | D        | 5                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 0             | 89                   | 15                 | 9         |
|                      | MANCHESTER        | EXCEL AIRWAYS LTD        | C              | A        | 5                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 3             | 80                   | 9                  | 5         |
|                      | MANCHESTER        | EXCEL AIRWAYS LTD        | C              | D        | 5                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 0             | 100                  | 0                  | 5         |
|                      | BIRMINGHAM        | FIRST CHOICE AIRWAYS LTD | C              | A        | 5                 | 0        | 0                          | 80            | 20            | 0                | 0                | 0                 | 0                    | 4             | 100                  | 0                  | 5         |
|                      | BIRMINGHAM        | FIRST CHOICE AIRWAYS LTD | C              | D        | 5                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 0             | 100                  | 1                  | 5         |
|                      | GATWICK           | FIRST CHOICE AIRWAYS LTD | C              | A        | 5                 | 0        | 0                          | 40            | 40            | 20               | 0                | 0                 | 0                    | 17            | 80                   | 7                  | 5         |
|                      | GATWICK           | FIRST CHOICE AIRWAYS LTD | C              | D        | 5                 | 0        | 0                          | 80            | 20            | 0                | 0                | 0                 | 0                    | 8             | 80                   | 8                  | 5         |
|                      | GLASGOW           | FIRST CHOICE AIRWAYS LTD | C              | A        | 5                 | 0        | 0                          | 80            | 20            | 0                | 0                | 0                 | 0                    | 5             | 80                   | 9                  | 5         |
|                      | GLASGOW           | FIRST CHOICE AIRWAYS LTD | C              | D        | 5                 | 0        | 0                          | 80            | 20            | 0                | 0                | 0                 | 0                    | 8             | 80                   | 8                  | 5         |
|                      | MANCHESTER        | FIRST CHOICE AIRWAYS LTD | C              | A        | 4                 | 1        | 0                          | 25            | 75            | 0                | 0                | 0                 | 0                    | 16            | 80                   | 14                 | 5         |
|                      | MANCHESTER        | FIRST CHOICE AIRWAYS LTD | C              | D        | 5                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 2             | 100                  | 3                  | 5         |
|                      | GATWICK           | GB AIRWAYS LTD           | S              | A        | 29                | 0        | 1                          | 72            | 7             | 10               | 3                | 0                 | 7                    | 86            | 73                   | 14                 | 26        |
|                      | GATWICK           | GB AIRWAYS LTD           | S              | D        | 29                | 1        | 1                          | 83            | 10            | 3                | 3                | 0                 | 0                    | 12            | 77                   | 14                 | 26        |
|                      | NEWCASTLE         | SATA                     | C              | A        | 5                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 5             | 0                    | 0                  | 0         |
|                      | NEWCASTLE         | SATA                     | C              | D        | 5                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 8             | 0                    | 0                  | 0         |
|                      | GATWICK           | THOMAS COOK AIRLINES LTD | C              | A        | 5                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 1             | 80                   | 30                 | 5         |
|                      | GATWICK           | THOMAS COOK AIRLINES LTD | C              | D        | 5                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 1             | 80                   | 36                 | 5         |
|                      | MANCHESTER        | THOMAS COOK AIRLINES LTD | C              | A        | 5                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 3             | 80                   | 24                 | 5         |
|                      | MANCHESTER        | THOMAS COOK AIRLINES LTD | C              | D        | 5                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 0             | 80                   | 27                 | 5         |
| <b>TOTAL FUNCHAL</b> |                   |                          |                |          | <b>214</b>        | <b>2</b> | <b>2</b>                   | <b>79</b>     | <b>12</b>     | <b>5</b>         | <b>2</b>         | <b>1</b>          | <b>1</b>             | <b>22</b>     | <b>76</b>            | <b>17</b>          | <b>17</b> |



## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: G

| ORIGIN / DESTINATION | REPORTING AIRPORT | AIRLINE                     | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |           | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  |                   | MAR 2003             |               |                      |                    |           |           |
|----------------------|-------------------|-----------------------------|----------------|----------|-------------------|-----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|-----------|-----------|
|                      |                   |                             |                |          | Actual (7)        | Plan (8)  | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |           |           |
|                      |                   |                             |                |          |                   |           |                            |               |               |                  |                  |                   |                      |               |                      |                    | MATCHED   | UNMATCHED |
| GALWAY               |                   |                             |                |          |                   |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |           |
|                      | EDINBURGH         | AER ARRAN                   | S              | A        | 22                | 0         | 0                          | 91            | 5             | 0                | 5                | 0                 | 0                    | 5             | 0                    | 0                  | 0         |           |
|                      | EDINBURGH         | AER ARRAN                   | S              | D        | 22                | 0         | 0                          | 91            | 0             | 5                | 5                | 0                 | 0                    | 6             | 0                    | 0                  | 0         |           |
|                      | LUTON             | AER ARRAN                   | S              | A        | 31                | 0         | 0                          | 97            | 3             | 0                | 0                | 0                 | 0                    | 2             | 90                   | 13                 | 31        |           |
|                      | LUTON             | AER ARRAN                   | S              | D        | 31                | 0         | 0                          | 87            | 6             | 0                | 6                | 0                 | 0                    | 8             | 84                   | 14                 | 31        |           |
|                      | MANCHESTER        | AER ARRAN                   | S              | A        | 30                | 1         | 0                          | 87            | 10            | 3                | 0                | 0                 | 0                    | 4             | 0                    | 0                  | 0         |           |
|                      | MANCHESTER        | AER ARRAN                   | S              | D        | 30                | 1         | 0                          | 97            | 3             | 0                | 0                | 0                 | 0                    | 2             | 0                    | 0                  | 0         |           |
| <b>TOTAL GALWAY</b>  |                   |                             |                |          | <b>166</b>        | <b>2</b>  | <b>0</b>                   | <b>92</b>     | <b>5</b>      | <b>1</b>         | <b>2</b>         | <b>0</b>          | <b>0</b>             | <b>4</b>      | <b>87</b>            | <b>14</b>          | <b>14</b> |           |
| GATWICK              |                   |                             |                |          |                   |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |           |
|                      | EDINBURGH         | BRITISH AIRWAYS PLC         | S              | A        | 168               | 0         | 0                          | 93            | 5             | 2                | 0                | 0                 | 0                    | 3             | 86                   | 6                  | 161       |           |
|                      | EDINBURGH         | BRITISH AIRWAYS PLC         | S              | D        | 168               | 0         | 0                          | 85            | 9             | 4                | 2                | 0                 | 0                    | 8             | 81                   | 8                  | 160       |           |
|                      | GLASGOW           | BRITISH AIRWAYS PLC         | S              | A        | 167               | 0         | 0                          | 91            | 5             | 4                | 0                | 0                 | 0                    | 4             | 98                   | 3                  | 160       |           |
|                      | GLASGOW           | BRITISH AIRWAYS PLC         | S              | D        | 166               | 0         | 0                          | 83            | 11            | 4                | 1                | 0                 | 0                    | 9             | 91                   | 7                  | 160       |           |
|                      | MANCHESTER        | BRITISH AIRWAYS PLC         | S              | A        | 200               | 0         | 0                          | 92            | 5             | 3                | 1                | 0                 | 0                    | 5             | 84                   | 8                  | 196       |           |
|                      | MANCHESTER        | BRITISH AIRWAYS PLC         | S              | D        | 200               | 0         | 0                          | 96            | 2             | 2                | 1                | 0                 | 0                    | 3             | 89                   | 6                  | 196       |           |
|                      | NEWCASTLE         | BRITISH AIRWAYS PLC         | S              | A        | 119               | 0         | 0                          | 93            | 3             | 3                | 1                | 0                 | 0                    | 4             | 0                    | 0                  | 0         |           |
|                      | NEWCASTLE         | BRITISH AIRWAYS PLC         | S              | D        | 119               | 0         | 0                          | 91            | 6             | 3                | 1                | 0                 | 0                    | 5             | 0                    | 0                  | 0         |           |
|                      | EDINBURGH         | EASYJET AIRLINE COMPANY LTD | S              | A        | 114               | 1         | 4                          | 77            | 15            | 7                | 1                | 0                 | 0                    | 8             | 89                   | 7                  | 140       |           |
|                      | EDINBURGH         | EASYJET AIRLINE COMPANY LTD | S              | D        | 114               | 1         | 4                          | 62            | 18            | 15               | 4                | 0                 | 0                    | 16            | 79                   | 12                 | 139       |           |
| <b>TOTAL GATWICK</b> |                   |                             |                |          | <b>1538</b>       | <b>16</b> | <b>8</b>                   | <b>88</b>     | <b>7</b>      | <b>4</b>         | <b>1</b>         | <b>0</b>          | <b>0</b>             | <b>6</b>      | <b>87</b>            | <b>7</b>           | <b>7</b>  |           |
| GDANSK               |                   |                             |                |          |                   |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |           |
| <b>TOTAL GDANSK</b>  |                   |                             |                |          | <b>2</b>          | <b>0</b>  | <b>0</b>                   | <b>50</b>     | <b>50</b>     | <b>0</b>         | <b>0</b>         | <b>0</b>          | <b>0</b>             | <b>12</b>     | <b>0</b>             | <b>0</b>           | <b>0</b>  |           |
| GEILO (DAGALI)       |                   |                             |                |          |                   |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |           |
| GENEVA               |                   |                             |                |          |                   |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |           |
|                      | GATWICK           | ASTRAEUS LTD                | C              | A        | 8                 | 0         | 0                          | 25            | 25            | 50               | 0                | 0                 | 0                    | 31            | 80                   | 9                  | 5         |           |
|                      | GATWICK           | ASTRAEUS LTD                | C              | D        | 8                 | 0         | 0                          | 38            | 0             | 63               | 0                | 0                 | 0                    | 28            | 80                   | 11                 | 5         |           |
|                      | HEATHROW          | BMI BRITISH MIDLAND         | C              | A        | 4                 | 0         | 0                          | 25            | 25            | 50               | 0                | 0                 | 0                    | 27            | 27                   | 23                 | 15        |           |
|                      | HEATHROW          | BMI BRITISH MIDLAND         | C              | D        | 4                 | 0         | 0                          | 75            | 0             | 25               | 0                | 0                 | 0                    | 13            | 100                  | 8                  | 15        |           |
|                      | MANCHESTER        | BMI BRITISH MIDLAND         | S              | A        | 11                | 0         | 0                          | 27            | 9             | 27               | 36               | 0                 | 0                    | 50            | 0                    | 0                  | 0         |           |
|                      | MANCHESTER        | BMI BRITISH MIDLAND         | S              | D        | 11                | 0         | 0                          | 27            | 18            | 36               | 18               | 0                 | 0                    | 39            | 0                    | 0                  | 0         |           |
|                      | MANCHESTER        | BMIBABY LTD                 | S              | A        | 16                | 0         | 0                          | 25            | 25            | 25               | 25               | 0                 | 0                    | 42            | 0                    | 0                  | 0         |           |
|                      | MANCHESTER        | BMIBABY LTD                 | S              | D        | 16                | 0         | 0                          | 38            | 13            | 19               | 31               | 0                 | 0                    | 38            | 0                    | 0                  | 0         |           |
|                      | BIRMINGHAM        | BRITANNIA AIRWAYS           | C              | A        | 4                 | 0         | 0                          | 75            | 0             | 25               | 0                | 0                 | 0                    | 16            | 75                   | 16                 | 4         |           |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: G

| ORIGIN / DESTINATION | REPORTING AIRPORT | AIRLINE                         | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  | MAR 2003          |                      |               |                      |                    |
|----------------------|-------------------|---------------------------------|----------------|----------|-------------------|----------|-----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|
|                      |                   |                                 |                |          | MATCHED           |          | UNMATCHED | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |
|                      |                   |                                 |                |          | Actual (7)        | Plan (8) |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |
| GENEVA               | BIRMINGHAM        | BRITANNIA AIRWAYS               | C              | D        | 4                 | 0        | 0         | 75                         | 0             | 25            | 0                | 0                | 0                 | 17                   | 75            | 7                    | 4                  |
|                      | GATWICK           | BRITANNIA AIRWAYS               | C              | A        | 16                | 0        | 0         | 19                         | 19            | 44            | 19               | 0                | 0                 | 39                   | 40            | 31                   | 30                 |
|                      | GATWICK           | BRITANNIA AIRWAYS               | C              | D        | 16                | 0        | 0         | 63                         | 25            | 6             | 6                | 0                | 0                 | 17                   | 63            | 16                   | 30                 |
|                      | GLASGOW           | BRITANNIA AIRWAYS               | C              | A        | 4                 | 0        | 0         | 50                         | 0             | 25            | 25               | 0                | 0                 | 42                   | 20            | 60                   | 5                  |
|                      | GLASGOW           | BRITANNIA AIRWAYS               | C              | D        | 4                 | 0        | 0         | 50                         | 0             | 25            | 25               | 0                | 0                 | 35                   | 40            | 33                   | 5                  |
|                      | MANCHESTER        | BRITANNIA AIRWAYS               | C              | A        | 8                 | 0        | 0         | 50                         | 13            | 25            | 13               | 0                | 0                 | 29                   | 10            | 35                   | 10                 |
|                      | MANCHESTER        | BRITANNIA AIRWAYS               | C              | D        | 8                 | 0        | 0         | 100                        | 0             | 0             | 0                | 0                | 0                 | 4                    | 70            | 20                   | 10                 |
|                      | GLASGOW           | BRITISH AIRWAYS CITIEXPRESS LTD | C              | A        | 8                 | 0        | 0         | 13                         | 13            | 63            | 13               | 0                | 0                 | 38                   | 0             | 0                    | 0                  |
|                      | GLASGOW           | BRITISH AIRWAYS CITIEXPRESS LTD | C              | D        | 8                 | 0        | 0         | 13                         | 25            | 63            | 0                | 0                | 0                 | 34                   | 0             | 0                    | 0                  |
|                      | LONDON CITY       | BRITISH AIRWAYS CITIEXPRESS LTD | S              | A        | 76                | 0        | 0         | 83                         | 7             | 7             | 4                | 0                | 0                 | 10                   | 0             | 0                    | 0                  |
|                      | LONDON CITY       | BRITISH AIRWAYS CITIEXPRESS LTD | S              | D        | 76                | 0        | 0         | 46                         | 29            | 16            | 8                | 0                | 1                 | 27                   | 0             | 0                    | 0                  |
|                      | MANCHESTER        | BRITISH AIRWAYS CITIEXPRESS LTD | S              | A        | 61                | 0        | 0         | 79                         | 7             | 11            | 3                | 0                | 0                 | 12                   | 0             | 0                    | 0                  |
|                      | MANCHESTER        | BRITISH AIRWAYS CITIEXPRESS LTD | C              | A        | 4                 | 0        | 0         | 0                          | 25            | 50            | 25               | 0                | 0                 | 49                   | 0             | 0                    | 0                  |
|                      | MANCHESTER        | BRITISH AIRWAYS CITIEXPRESS LTD | C              | D        | 4                 | 0        | 0         | 50                         | 25            | 0             | 25               | 0                | 0                 | 29                   | 0             | 0                    | 0                  |
|                      | MANCHESTER        | BRITISH AIRWAYS CITIEXPRESS LTD | S              | D        | 62                | 0        | 0         | 89                         | 5             | 5             | 2                | 0                | 0                 | 5                    | 0             | 0                    | 0                  |
|                      | GATWICK           | BRITISH AIRWAYS PLC             | C              | A        | 14                | 0        | 0         | 50                         | 21            | 21            | 7                | 0                | 0                 | 23                   | 40            | 49                   | 15                 |
|                      | GATWICK           | BRITISH AIRWAYS PLC             | S              | A        | 89                | 0        | 0         | 83                         | 9             | 6             | 2                | 0                | 0                 | 9                    | 76            | 15                   | 88                 |
|                      | GATWICK           | BRITISH AIRWAYS PLC             | S              | D        | 88                | 0        | 0         | 76                         | 17            | 5             | 2                | 0                | 0                 | 8                    | 86            | 10                   | 88                 |
|                      | GATWICK           | BRITISH AIRWAYS PLC             | C              | D        | 15                | 0        | 0         | 47                         | 27            | 27            | 0                | 0                | 0                 | 23                   | 67            | 22                   | 15                 |
|                      | HEATHROW          | BRITISH AIRWAYS PLC             | S              | A        | 177               | 0        | 0         | 67                         | 18            | 11            | 5                | 0                | 0                 | 15                   | 68            | 15                   | 180                |
|                      | HEATHROW          | BRITISH AIRWAYS PLC             | S              | D        | 177               | 0        | 0         | 69                         | 20            | 7             | 3                | 0                | 0                 | 13                   | 72            | 12                   | 180                |
|                      | STANSTED          | CHANNEL EXPRESS (AIR SVS)       | C              | A        | 4                 | 0        | 0         | 75                         | 25            | 0             | 0                | 0                | 0                 | 5                    | 0             | 0                    | 0                  |
|                      | STANSTED          | CHANNEL EXPRESS (AIR SVS)       | C              | D        | 4                 | 0        | 0         | 100                        | 0             | 0             | 0                | 0                | 0                 | 4                    | 0             | 0                    | 0                  |
|                      | BIRMINGHAM        | DUO AIRWAYS LTD                 | S              | A        | 58                | 0        | 0         | 62                         | 16            | 12            | 9                | 2                | 0                 | 23                   | 83            | 8                    | 41                 |
|                      | BIRMINGHAM        | DUO AIRWAYS LTD                 | S              | D        | 58                | 0        | 0         | 69                         | 14            | 7             | 9                | 2                | 0                 | 23                   | 83            | 9                    | 41                 |
|                      | EDINBURGH         | DUO AIRWAYS LTD                 | C              | A        | 8                 | 0        | 0         | 0                          | 63            | 13            | 25               | 0                | 0                 | 40                   | 0             | 0                    | 0                  |
|                      | EDINBURGH         | DUO AIRWAYS LTD                 | S              | A        | 37                | 0        | 0         | 73                         | 24            | 0             | 3                | 0                | 0                 | 14                   | 0             | 0                    | 0                  |
|                      | EDINBURGH         | DUO AIRWAYS LTD                 | S              | D        | 36                | 0        | 0         | 33                         | 42            | 22            | 3                | 0                | 0                 | 23                   | 0             | 0                    | 0                  |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: G

| ORIGIN / DESTINATION | REPORTING AIRPORT | AIRLINE                     | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |           |   | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  |                   | MAR 2003             |               |                      |                    |  |
|----------------------|-------------------|-----------------------------|----------------|----------|-------------------|-----------|---|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|--|
|                      |                   |                             |                |          | Actual (7)        | UNMATCHED |   | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |  |
|                      |                   |                             |                |          |                   | Plan (8)  |   |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
| GENEVA               |                   |                             |                |          |                   |           |   |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                      | EDINBURGH         | DUO AIRWAYS LTD             | C              | D        | 8                 | 0         | 0 | 63                         | 25            | 13            | 0                | 0                | 0                 | 14                   | 0             | 0                    | 0                  |  |
|                      | GATWICK           | EASYJET AIRLINE COMPANY LTD | S              | A        | 12                | 1         | 0 | 83                         | 0             | 8             | 8                | 0                | 0                 | 10                   | 73            | 16                   | 41                 |  |
|                      | GATWICK           | EASYJET AIRLINE COMPANY LTD | S              | D        | 12                | 1         | 0 | 75                         | 17            | 8             | 0                | 0                | 0                 | 10                   | 78            | 13                   | 40                 |  |
|                      | LUTON             | EASYJET AIRLINE COMPANY LTD | S              | A        | 33                | 0         | 0 | 55                         | 15            | 30            | 0                | 0                | 0                 | 18                   | 67            | 17                   | 46                 |  |
|                      | LUTON             | EASYJET AIRLINE COMPANY LTD | S              | D        | 33                | 0         | 0 | 61                         | 21            | 15            | 3                | 0                | 0                 | 15                   | 63            | 20                   | 46                 |  |
|                      | GATWICK           | EASYJET SWITZERLAND         | S              | A        | 150               | 0         | 1 | 79                         | 8             | 7             | 4                | 1                | 1                 | 15                   | 71            | 17                   | 93                 |  |
|                      | GATWICK           | EASYJET SWITZERLAND         | S              | D        | 150               | 0         | 1 | 71                         | 11            | 13            | 5                | 1                | 0                 | 18                   | 64            | 18                   | 92                 |  |
|                      | LUTON             | EASYJET SWITZERLAND         | S              | A        | 123               | 0         | 1 | 79                         | 7             | 9             | 5                | 0                | 0                 | 10                   | 87            | 7                    | 124                |  |
|                      | LUTON             | EASYJET SWITZERLAND         | S              | D        | 123               | 0         | 1 | 75                         | 11            | 11            | 2                | 0                | 0                 | 13                   | 71            | 14                   | 124                |  |
|                      | GATWICK           | EUROPEAN AIR CHARTER        | C              | A        | 2                 | 0         | 0 | 100                        | 0             | 0             | 0                | 0                | 0                 | 14                   | 40            | 20                   | 5                  |  |
|                      | GATWICK           | EUROPEAN AIR CHARTER        | C              | D        | 2                 | 0         | 0 | 100                        | 0             | 0             | 0                | 0                | 0                 | 10                   | 80            | 7                    | 5                  |  |
|                      | STANSTED          | EUROPEAN AIR CHARTER        | C              | A        | 4                 | 0         | 0 | 0                          | 50            | 0             | 50               | 0                | 0                 | 51                   | 20            | 29                   | 10                 |  |
|                      | STANSTED          | EUROPEAN AIR CHARTER        | C              | D        | 4                 | 0         | 0 | 75                         | 25            | 0             | 0                | 0                | 0                 | 9                    | 60            | 16                   | 10                 |  |
|                      | GATWICK           | EXCEL AIRWAYS LTD           | C              | A        | 8                 | 0         | 0 | 25                         | 38            | 38            | 0                | 0                | 0                 | 29                   | 0             | 0                    | 0                  |  |
|                      | GATWICK           | EXCEL AIRWAYS LTD           | C              | D        | 8                 | 0         | 0 | 75                         | 25            | 0             | 0                | 0                | 0                 | 8                    | 0             | 0                    | 0                  |  |
|                      | MANCHESTER        | EXCEL AIRWAYS LTD           | C              | A        | 4                 | 0         | 0 | 0                          | 50            | 50            | 0                | 0                | 0                 | 34                   | 0             | 0                    | 0                  |  |
|                      | MANCHESTER        | EXCEL AIRWAYS LTD           | C              | D        | 4                 | 0         | 0 | 100                        | 0             | 0             | 0                | 0                | 0                 | 7                    | 0             | 0                    | 0                  |  |
|                      | EDINBURGH         | FIRST CHOICE AIRWAYS LTD    | C              | A        | 4                 | 0         | 0 | 0                          | 0             | 100           | 0                | 0                | 0                 | 46                   | 0             | 0                    | 0                  |  |
|                      | EDINBURGH         | FIRST CHOICE AIRWAYS LTD    | C              | D        | 4                 | 0         | 0 | 50                         | 50            | 0             | 0                | 0                | 0                 | 17                   | 0             | 0                    | 0                  |  |
|                      | GATWICK           | FIRST CHOICE AIRWAYS LTD    | C              | A        | 12                | 0         | 0 | 50                         | 33            | 0             | 17               | 0                | 0                 | 32                   | 10            | 43                   | 10                 |  |
|                      | GATWICK           | FIRST CHOICE AIRWAYS LTD    | C              | D        | 12                | 0         | 0 | 92                         | 0             | 0             | 8                | 0                | 0                 | 14                   | 70            | 12                   | 10                 |  |
|                      | MANCHESTER        | FIRST CHOICE AIRWAYS LTD    | C              | A        | 4                 | 0         | 0 | 0                          | 50            | 25            | 25               | 0                | 0                 | 41                   | 0             | 54                   | 5                  |  |
|                      | MANCHESTER        | FIRST CHOICE AIRWAYS LTD    | C              | D        | 4                 | 0         | 0 | 75                         | 25            | 0             | 0                | 0                | 0                 | 14                   | 80            | 11                   | 5                  |  |
|                      | NEWCASTLE         | FLYBE.BRITISH EUROPEAN      | C              | A        | 4                 | 0         | 0 | 75                         | 25            | 0             | 0                | 0                | 0                 | 7                    | 80            | 25                   | 5                  |  |
|                      | NEWCASTLE         | FLYBE.BRITISH EUROPEAN      | C              | D        | 4                 | 0         | 0 | 50                         | 25            | 25            | 0                | 0                | 0                 | 14                   | 80            | 29                   | 5                  |  |
|                      | BIRMINGHAM        | MONARCH AIRLINES            | C              | A        | 4                 | 0         | 0 | 25                         | 25            | 25            | 25               | 0                | 0                 | 33                   | 40            | 41                   | 5                  |  |
|                      | BIRMINGHAM        | MONARCH AIRLINES            | C              | D        | 4                 | 0         | 0 | 75                         | 25            | 0             | 0                | 0                | 0                 | 9                    | 60            | 9                    | 5                  |  |
|                      | GATWICK           | MONARCH AIRLINES            | C              | A        | 5                 | 0         | 0 | 0                          | 40            | 40            | 20               | 0                | 0                 | 48                   | 25            | 37                   | 16                 |  |
|                      | GATWICK           | MONARCH AIRLINES            | C              | D        | 5                 | 0         | 0 | 80                         | 20            | 0             | 0                | 0                | 0                 | 9                    | 69            | 22                   | 16                 |  |
|                      | STANSTED          | MONARCH AIRLINES            | C              | A        | 4                 | 0         | 0 | 0                          | 50            | 50            | 0                | 0                | 0                 | 31                   | 40            | 27                   | 5                  |  |
|                      | STANSTED          | MONARCH AIRLINES            | C              | D        | 4                 | 0         | 0 | 50                         | 25            | 0             | 25               | 0                | 0                 | 29                   | 40            | 36                   | 5                  |  |
|                      | MANCHESTER        | MY TRAVEL AIRWAYS UK        | C              | A        | 4                 | 0         | 0 | 0                          | 25            | 25            | 25               | 25               | 0                 | 80                   | 60            | 33                   | 5                  |  |
|                      | MANCHESTER        | MY TRAVEL AIRWAYS UK        | C              | D        | 4                 | 0         | 0 | 75                         | 0             | 0             | 25               | 0                | 0                 | 37                   | 60            | 29                   | 5                  |  |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: G

| ORIGIN / DESTINATION   | REPORTING AIRPORT | AIRLINE                  | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         | MAR 2003                   |                     |                            |                          |  |
|------------------------|-------------------|--------------------------|-------------------|-------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|--|
|                        |                   |                          |                   |             | MATCHED           |          | UNMATCHED | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |  |
|                        |                   |                          |                   |             | Actual<br>(7)     | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
| GENEVA                 |                   |                          |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                        | HEATHROW          | SWISS AIRLINES           | S                 | A           | 124               | 0        | 0         | 70                         | 15               | 11               | 4                      | 0                      | 0                       | 13                         | 81                  | 8                          | 124                      |  |
|                        | HEATHROW          | SWISS AIRLINES           | S                 | D           | 123               | 1        | 0         | 78                         | 14               | 6                | 2                      | 0                      | 0                       | 10                         | 82                  | 8                          | 123                      |  |
|                        | GATWICK           | THOMAS COOK AIRLINES LTD | C                 | A           | 8                 | 0        | 0         | 25                         | 38               | 13               | 25                     | 0                      | 0                       | 34                         | 20                  | 66                         | 5                        |  |
|                        | GATWICK           | THOMAS COOK AIRLINES LTD | C                 | D           | 8                 | 0        | 0         | 88                         | 0                | 13               | 0                      | 0                      | 0                       | 10                         | 40                  | 38                         | 5                        |  |
| <b>TOTAL GENEVA</b>    |                   |                          |                   |             | <b>2232</b>       | <b>9</b> | <b>4</b>  | <b>68</b>                  | <b>15</b>        | <b>12</b>        | <b>5</b>               | <b>0</b>               | <b>0</b>                | <b>16</b>                  | <b>72</b>           | <b>15</b>                  | <b>15</b>                |  |
| GENOA                  |                   |                          |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                        | GATWICK           | BRITISH AIRWAYS PLC      | S                 | A           | 30                | 0        | 1         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 1                          | 90                  | 9                          | 31                       |  |
|                        | GATWICK           | BRITISH AIRWAYS PLC      | S                 | D           | 31                | 0        | 0         | 94                         | 3                | 3                | 0                      | 0                      | 0                       | 4                          | 87                  | 10                         | 31                       |  |
|                        | STANSTED          | RYANAIR                  | S                 | A           | 57                | 0        | 2         | 79                         | 16               | 4                | 2                      | 0                      | 0                       | 9                          | 77                  | 23                         | 61                       |  |
|                        | STANSTED          | RYANAIR                  | S                 | D           | 58                | 0        | 0         | 78                         | 17               | 5                | 0                      | 0                      | 0                       | 10                         | 81                  | 10                         | 62                       |  |
| <b>TOTAL GENOA</b>     |                   |                          |                   |             | <b>176</b>        | <b>0</b> | <b>3</b>  | <b>85</b>                  | <b>11</b>        | <b>3</b>         | <b>1</b>               | <b>0</b>               | <b>0</b>                | <b>7</b>                   | <b>82</b>           | <b>14</b>                  | <b>14</b>                |  |
| GERONA                 |                   |                          |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                        | BIRMINGHAM        | RYANAIR                  | S                 | A           | 30                | 0        | 1         | 87                         | 0                | 3                | 3                      | 3                      | 3                       | 27                         | 0                   | 0                          | 0                        |  |
|                        | BIRMINGHAM        | RYANAIR                  | S                 | D           | 31                | 0        | 0         | 84                         | 10               | 0                | 3                      | 3                      | 0                       | 16                         | 0                   | 0                          | 0                        |  |
|                        | STANSTED          | RYANAIR                  | S                 | A           | 124               | 0        | 0         | 91                         | 5                | 0                | 3                      | 1                      | 0                       | 7                          | 87                  | 8                          | 62                       |  |
|                        | STANSTED          | RYANAIR                  | S                 | D           | 124               | 0        | 1         | 79                         | 15               | 5                | 2                      | 0                      | 0                       | 11                         | 82                  | 11                         | 62                       |  |
| <b>TOTAL GERONA</b>    |                   |                          |                   |             | <b>309</b>        | <b>5</b> | <b>2</b>  | <b>85</b>                  | <b>9</b>         | <b>2</b>         | <b>3</b>               | <b>1</b>               | <b>0</b>                | <b>11</b>                  | <b>85</b>           | <b>9</b>                   | <b>9</b>                 |  |
| GHARDAIA               |                   |                          |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                        | GATWICK           | ASTRAEUS LTD             | C                 | A           | 9                 | 0        | 0         | 33                         | 22               | 0                | 44                     | 0                      | 0                       | 48                         | 0                   | 0                          | 0                        |  |
|                        | GATWICK           | ASTRAEUS LTD             | C                 | D           | 9                 | 0        | 0         | 89                         | 0                | 0                | 11                     | 0                      | 0                       | 9                          | 0                   | 0                          | 0                        |  |
|                        | GATWICK           | FIRST CHOICE AIRWAYS LTD | C                 | A           | 9                 | 0        | 0         | 67                         | 11               | 11               | 0                      | 11                     | 0                       | 34                         | 0                   | 0                          | 0                        |  |
|                        | GATWICK           | FIRST CHOICE AIRWAYS LTD | C                 | D           | 9                 | 0        | 0         | 89                         | 11               | 0                | 0                      | 0                      | 0                       | 6                          | 0                   | 0                          | 0                        |  |
| <b>TOTAL GHARDAIA</b>  |                   |                          |                   |             | <b>36</b>         | <b>0</b> | <b>0</b>  | <b>69</b>                  | <b>11</b>        | <b>3</b>         | <b>14</b>              | <b>3</b>               | <b>0</b>                | <b>24</b>                  | <b>0</b>            | <b>0</b>                   | <b>0</b>                 |  |
| GIBRALTAR              |                   |                          |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                        | GATWICK           | GB AIRWAYS LTD           | S                 | A           | 53                | 1        | 1         | 75                         | 9                | 11               | 4                      | 0                      | 0                       | 14                         | 77                  | 12                         | 57                       |  |
|                        | GATWICK           | GB AIRWAYS LTD           | S                 | D           | 56                | 0        | 0         | 75                         | 7                | 7                | 7                      | 4                      | 0                       | 22                         | 70                  | 17                         | 60                       |  |
|                        | LUTON             | MONARCH AIRLINES         | S                 | A           | 21                | 2        | 2         | 71                         | 19               | 5                | 5                      | 0                      | 0                       | 10                         | 70                  | 23                         | 20                       |  |
|                        | LUTON             | MONARCH AIRLINES         | S                 | D           | 23                | 0        | 0         | 87                         | 9                | 4                | 0                      | 0                      | 0                       | 6                          | 95                  | 3                          | 21                       |  |
|                        | MANCHESTER        | MONARCH AIRLINES         | S                 | A           | 14                | 0        | 0         | 93                         | 7                | 0                | 0                      | 0                      | 0                       | 4                          | 0                   | 0                          | 0                        |  |
|                        | MANCHESTER        | MONARCH AIRLINES         | S                 | D           | 14                | 0        | 0         | 93                         | 7                | 0                | 0                      | 0                      | 0                       | 2                          | 0                   | 0                          | 0                        |  |
| <b>TOTAL GIBRALTAR</b> |                   |                          |                   |             | <b>181</b>        | <b>3</b> | <b>3</b>  | <b>79</b>                  | <b>9</b>         | <b>7</b>         | <b>4</b>               | <b>1</b>               | <b>0</b>                | <b>13</b>                  | <b>76</b>           | <b>14</b>                  | <b>14</b>                |  |
| GLASGOW                |                   |                          |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: G

| ORIGIN / DESTINATION | REPORTING AIRPORT | AIRLINE                         | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |           |           | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  | MAR 2003          |                      |               |                      |                    |
|----------------------|-------------------|---------------------------------|----------------|----------|-------------------|-----------|-----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|
|                      |                   |                                 |                |          | MATCHED           |           | UNMATCHED | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |
|                      |                   |                                 |                |          | Actual (7)        | Plan (8)  |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |
| GLASGOW              | HEATHROW          | BMI BRITISH MIDLAND             | S              | A        | 241               | 0         | 1         | 73                         | 11            | 11            | 4                | 0                | 0                 | 14                   | 85            | 8                    | 231                |
|                      | HEATHROW          | BMI BRITISH MIDLAND             | S              | D        | 241               | 0         | 1         | 76                         | 12            | 10            | 3                | 0                | 0                 | 12                   | 84            | 8                    | 232                |
|                      | MANCHESTER        | BMI REGIONAL                    | S              | A        | 122               | 0         | 0         | 87                         | 9             | 2             | 2                | 0                | 0                 | 7                    | 97            | 2                    | 112                |
|                      | MANCHESTER        | BMI REGIONAL                    | S              | D        | 122               | 0         | 0         | 97                         | 2             | 1             | 0                | 0                | 0                 | 2                    | 97            | 1                    | 110                |
|                      | BIRMINGHAM        | BRITISH AIRWAYS CITIEXPRESS LTD | S              | A        | 166               | 0         | 0         | 93                         | 2             | 4             | 2                | 0                | 0                 | 5                    | 80            | 11                   | 169                |
|                      | BIRMINGHAM        | BRITISH AIRWAYS CITIEXPRESS LTD | S              | D        | 167               | 0         | 0         | 81                         | 10            | 7             | 2                | 0                | 0                 | 9                    | 80            | 14                   | 172                |
|                      | MANCHESTER        | BRITISH AIRWAYS CITIEXPRESS LTD | S              | A        | 147               | 0         | 0         | 80                         | 12            | 5             | 3                | 0                | 0                 | 10                   | 0             | 0                    | 0                  |
|                      | MANCHESTER        | BRITISH AIRWAYS CITIEXPRESS LTD | S              | D        | 147               | 0         | 0         | 85                         | 4             | 7             | 4                | 0                | 0                 | 9                    | 0             | 0                    | 0                  |
|                      | GATWICK           | BRITISH AIRWAYS PLC             | S              | A        | 166               | 0         | 0         | 84                         | 10            | 5             | 1                | 0                | 0                 | 8                    | 89            | 7                    | 160                |
|                      | GATWICK           | BRITISH AIRWAYS PLC             | S              | D        | 167               | 0         | 0         | 87                         | 10            | 3             | 1                | 0                | 0                 | 6                    | 93            | 5                    | 160                |
|                      | HEATHROW          | BRITISH AIRWAYS PLC             | S              | A        | 338               | 0         | 0         | 70                         | 13            | 11            | 5                | 0                | 0                 | 16                   | 89            | 7                    | 332                |
|                      | HEATHROW          | BRITISH AIRWAYS PLC             | S              | D        | 338               | 0         | 0         | 74                         | 14            | 10            | 2                | 0                | 0                 | 12                   | 88            | 7                    | 332                |
|                      | LUTON             | EASYJET AIRLINE COMPANY LTD     | S              | A        | 190               | 0         | 0         | 92                         | 2             | 3             | 3                | 1                | 0                 | 7                    | 88            | 6                    | 181                |
|                      | LUTON             | EASYJET AIRLINE COMPANY LTD     | S              | D        | 190               | 0         | 0         | 84                         | 7             | 5             | 4                | 0                | 0                 | 9                    | 82            | 10                   | 182                |
|                      | STANSTED          | EASYJET AIRLINE COMPANY LTD     | S              | A        | 143               | 0         | 0         | 95                         | 2             | 2             | 1                | 0                | 0                 | 3                    | 79            | 23                   | 136                |
|                      | STANSTED          | EASYJET AIRLINE COMPANY LTD     | S              | D        | 143               | 0         | 0         | 83                         | 9             | 6             | 1                | 0                | 0                 | 9                    | 64            | 27                   | 135                |
|                      | BIRMINGHAM        | FLYBE.BRITISH EUROPEAN          | S              | A        | 159               | 0         | 0         | 80                         | 10            | 8             | 1                | 1                | 0                 | 11                   | 86            | 5                    | 135                |
|                      | BIRMINGHAM        | FLYBE.BRITISH EUROPEAN          | S              | D        | 159               | 0         | 0         | 67                         | 18            | 11            | 3                | 1                | 0                 | 16                   | 81            | 12                   | 135                |
|                      | EDINBURGH         | GREECE AIRWAYS                  | S              | A        | 4                 | 17        | 0         | 100                        | 0             | 0             | 0                | 0                | 0                 | 1                    | 0             | 0                    | 0                  |
|                      | EDINBURGH         | GREECE AIRWAYS                  | S              | D        | 5                 | 11        | 0         | 40                         | 0             | 40            | 20               | 0                | 0                 | 28                   | 0             | 0                    | 0                  |
| <b>TOTAL GLASGOW</b> |                   |                                 |                |          | <b>3356</b>       | <b>31</b> | <b>2</b>  | <b>81</b>                  | <b>9</b>      | <b>7</b>      | <b>3</b>         | <b>0</b>         | <b>0</b>          | <b>10</b>            | <b>85</b>     | <b>9</b>             | <b>9</b>           |
| GOA                  | GATWICK           | FIRST CHOICE AIRWAYS LTD        | C              | A        | 8                 | 0         | 0         | 63                         | 25            | 0             | 0                | 13               | 0                 | 31                   | 0             | 47                   | 9                  |
|                      | GATWICK           | FIRST CHOICE AIRWAYS LTD        | C              | D        | 8                 | 0         | 0         | 88                         | 0             | 0             | 0                | 13               | 0                 | 26                   | 89            | 20                   | 9                  |
|                      | GATWICK           | MONARCH AIRLINES                | C              | A        | 16                | 0         | 0         | 44                         | 6             | 19            | 6                | 19               | 6                 | 115                  | 0             | 201                  | 14                 |
|                      | GATWICK           | MONARCH AIRLINES                | C              | D        | 16                | 0         | 0         | 63                         | 6             | 19            | 13               | 0                | 0                 | 20                   | 46            | 63                   | 13                 |
|                      | MANCHESTER        | MONARCH AIRLINES                | C              | A        | 9                 | 0         | 0         | 33                         | 0             | 11            | 44               | 11               | 0                 | 94                   | 30            | 51                   | 10                 |
|                      | MANCHESTER        | MONARCH AIRLINES                | C              | D        | 9                 | 0         | 0         | 44                         | 0             | 22            | 22               | 11               | 0                 | 54                   | 78            | 29                   | 9                  |
|                      | MANCHESTER        | MY TRAVEL AIRWAYS UK            | C              | A        | 4                 | 0         | 0         | 0                          | 0             | 50            | 50               | 0                | 0                 | 70                   | 0             | 0                    | 0                  |
|                      | MANCHESTER        | MY TRAVEL AIRWAYS UK            | C              | D        | 4                 | 0         | 0         | 100                        | 0             | 0             | 0                | 0                | 0                 | 4                    | 0             | 0                    | 0                  |
| <b>TOTAL GOA</b>     |                   |                                 |                |          | <b>74</b>         | <b>0</b>  | <b>0</b>  | <b>54</b>                  | <b>5</b>      | <b>15</b>     | <b>15</b>        | <b>9</b>         | <b>1</b>          | <b>57</b>            | <b>43</b>     | <b>70</b>            | <b>70</b>          |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: G

| ORIGIN / DESTINATION         | REPORTING AIRPORT | AIRLINE    | CHARTER/<br>SCHED           | ARR/<br>DEP | NUMBER OF FLIGHTS |            |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         | MAR 2003                   |                     |                            |                          |           |
|------------------------------|-------------------|------------|-----------------------------|-------------|-------------------|------------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|-----------|
|                              |                   |            |                             |             | MATCHED           |            | UNMATCHED | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |           |
|                              |                   |            |                             |             | Actual<br>(7)     | Plan (8)   |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |           |
| GOTEBORG                     |                   | BIRMINGHAM | CITY AIRLINE                | S           | A                 | 24         | 0         | 1                          | 75               | 21               | 0                      | 4                      | 0                       | 0                          | 14                  | 0                          | 0                        | 0         |
|                              |                   | BIRMINGHAM | CITY AIRLINE                | S           | D                 | 29         | 0         | 0                          | 90               | 7                | 3                      | 0                      | 0                       | 0                          | 5                   | 0                          | 0                        | 0         |
|                              |                   | MANCHESTER | CITY AIRLINE                | S           | A                 | 30         | 1         | 0                          | 83               | 13               | 3                      | 0                      | 0                       | 0                          | 8                   | 65                         | 23                       | 23        |
|                              |                   | MANCHESTER | CITY AIRLINE                | S           | D                 | 30         | 0         | 0                          | 100              | 0                | 0                      | 0                      | 0                       | 0                          | 2                   | 96                         | 2                        | 27        |
|                              |                   | HEATHROW   | SAS                         | S           | A                 | 62         | 0         | 0                          | 76               | 13               | 8                      | 3                      | 0                       | 0                          | 12                  | 92                         | 4                        | 62        |
|                              |                   | HEATHROW   | SAS                         | S           | D                 | 62         | 0         | 0                          | 95               | 2                | 3                      | 0                      | 0                       | 0                          | 2                   | 95                         | 3                        | 62        |
| <b>TOTAL GOTEBORG</b>        |                   |            |                             |             |                   | <b>245</b> | <b>3</b>  | <b>1</b>                   | <b>87</b>        | <b>8</b>         | <b>4</b>               | <b>1</b>               | <b>0</b>                | <b>0</b>                   | <b>7</b>            | <b>92</b>                  | <b>5</b>                 | <b>5</b>  |
| GOTEBORG (SAVE)              |                   | STANSTED   | RYANAIR                     | S           | A                 | 62         | 0         | 1                          | 90               | 8                | 2                      | 0                      | 0                       | 0                          | 4                   | 81                         | 9                        | 52        |
|                              |                   | STANSTED   | RYANAIR                     | S           | D                 | 62         | 0         | 0                          | 71               | 21               | 6                      | 2                      | 0                       | 0                          | 12                  | 66                         | 15                       | 53        |
| <b>TOTAL GOTEBORG (SAVE)</b> |                   |            |                             |             |                   | <b>124</b> | <b>0</b>  | <b>1</b>                   | <b>81</b>        | <b>15</b>        | <b>4</b>               | <b>1</b>               | <b>0</b>                | <b>0</b>                   | <b>8</b>            | <b>73</b>                  | <b>12</b>                | <b>12</b> |
| GRAND CAYMAN                 |                   | HEATHROW   | BRITISH AIRWAYS PLC         | S           | A                 | 16         | 1         | 1                          | 81               | 13               | 6                      | 0                      | 0                       | 0                          | 8                   | 89                         | 10                       | 18        |
|                              |                   | HEATHROW   | BRITISH AIRWAYS PLC         | S           | D                 | 18         | 0         | 0                          | 67               | 28               | 6                      | 0                      | 0                       | 0                          | 10                  | 82                         | 8                        | 17        |
| <b>TOTAL GRAND CAYMAN</b>    |                   |            |                             |             |                   | <b>34</b>  | <b>1</b>  | <b>1</b>                   | <b>74</b>        | <b>21</b>        | <b>6</b>               | <b>0</b>               | <b>0</b>                | <b>0</b>                   | <b>9</b>            | <b>86</b>                  | <b>9</b>                 | <b>9</b>  |
| GRAZ                         |                   | STANSTED   | RYANAIR                     | S           | A                 | 31         | 0         | 0                          | 97               | 0                | 0                      | 3                      | 0                       | 0                          | 3                   | 74                         | 14                       | 31        |
|                              |                   | STANSTED   | RYANAIR                     | S           | D                 | 31         | 0         | 0                          | 90               | 6                | 0                      | 3                      | 0                       | 0                          | 7                   | 32                         | 30                       | 31        |
| <b>TOTAL GRAZ</b>            |                   |            |                             |             |                   | <b>62</b>  | <b>0</b>  | <b>0</b>                   | <b>94</b>        | <b>3</b>         | <b>0</b>               | <b>3</b>               | <b>0</b>                | <b>0</b>                   | <b>5</b>            | <b>53</b>                  | <b>22</b>                | <b>22</b> |
| GRENADA                      |                   | GATWICK    | BRITISH AIRWAYS PLC         | S           | A                 | 9          | 0         | 0                          | 78               | 11               | 11                     | 0                      | 0                       | 0                          | 7                   | 90                         | 4                        | 10        |
|                              |                   | GATWICK    | BRITISH AIRWAYS PLC         | S           | D                 | 9          | 0         | 0                          | 67               | 11               | 22                     | 0                      | 0                       | 0                          | 15                  | 100                        | 3                        | 8         |
|                              |                   | GATWICK    | EXCEL AIRWAYS LTD           | C           | A                 | 9          | 0         | 0                          | 67               | 0                | 0                      | 33                     | 0                       | 0                          | 41                  | 0                          | 0                        | 0         |
|                              |                   | GATWICK    | EXCEL AIRWAYS LTD           | C           | D                 | 4          | 0         | 0                          | 50               | 0                | 0                      | 25                     | 25                      | 0                          | 85                  | 0                          | 0                        | 0         |
|                              |                   | GATWICK    | VIRGIN ATLANTIC AIRWAYS LTD | S           | A                 | 5          | 0         | 0                          | 80               | 0                | 20                     | 0                      | 0                       | 0                          | 9                   | 0                          | 0                        | 0         |
|                              |                   | GATWICK    | VIRGIN ATLANTIC AIRWAYS LTD | S           | D                 | 5          | 0         | 0                          | 20               | 60               | 20                     | 0                      | 0                       | 0                          | 22                  | 0                          | 0                        | 0         |
| <b>TOTAL GRENADA</b>         |                   |            |                             |             |                   | <b>41</b>  | <b>0</b>  | <b>0</b>                   | <b>63</b>        | <b>12</b>        | <b>12</b>              | <b>10</b>              | <b>2</b>                | <b>0</b>                   | <b>26</b>           | <b>66</b>                  | <b>27</b>                | <b>27</b> |
| GRENOBLE                     |                   | MANCHESTER | BMI BRITISH MIDLAND         | C           | A                 | 4          | 0         | 0                          | 50               | 25               | 25                     | 0                      | 0                       | 0                          | 14                  | 0                          | 0                        | 0         |
|                              |                   | MANCHESTER | BMI BRITISH MIDLAND         | C           | D                 | 4          | 0         | 0                          | 75               | 25               | 0                      | 0                      | 0                       | 0                          | 4                   | 0                          | 0                        | 0         |
|                              |                   | GATWICK    | BRITISH AIRWAYS PLC         | C           | A                 | 8          | 0         | 0                          | 88               | 0                | 0                      | 13                     | 0                       | 0                          | 12                  | 40                         | 22                       | 5         |
|                              |                   | GATWICK    | BRITISH AIRWAYS PLC         | C           | D                 | 8          | 0         | 0                          | 50               | 50               | 0                      | 0                      | 0                       | 0                          | 15                  | 60                         | 26                       | 5         |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: G

| ORIGIN / DESTINATION   | REPORTING AIRPORT | AIRLINE                  | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |          | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  |                   | MAR 2003             |               |                      |                    |           |  |
|------------------------|-------------------|--------------------------|----------------|----------|-------------------|----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|-----------|--|
|                        |                   |                          |                |          | MATCHED           |          | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |           |  |
|                        |                   |                          |                |          | Actual (7)        | Plan (8) |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |  |
| GRENOBLE               |                   |                          |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |  |
|                        | BIRMINGHAM        | FIRST CHOICE AIRWAYS LTD | C              | A        | 4                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 1             | 0                    | 0                  | 0         |  |
|                        | BIRMINGHAM        | FIRST CHOICE AIRWAYS LTD | C              | D        | 4                 | 0        | 0                          | 75            | 25            | 0                | 0                | 0                 | 0                    | 10            | 0                    | 0                  | 0         |  |
|                        | GATWICK           | FIRST CHOICE AIRWAYS LTD | C              | A        | 16                | 0        | 0                          | 69            | 13            | 13               | 0                | 6                 | 0                    | 24            | 50                   | 32                 | 10        |  |
|                        | GATWICK           | FIRST CHOICE AIRWAYS LTD | C              | D        | 17                | 0        | 0                          | 65            | 24            | 6                | 0                | 6                 | 0                    | 21            | 50                   | 37                 | 10        |  |
|                        | MANCHESTER        | FIRST CHOICE AIRWAYS LTD | C              | A        | 8                 | 0        | 0                          | 63            | 25            | 0                | 13               | 0                 | 0                    | 15            | 40                   | 29                 | 5         |  |
|                        | MANCHESTER        | FIRST CHOICE AIRWAYS LTD | C              | D        | 8                 | 0        | 0                          | 88            | 0             | 13               | 0                | 0                 | 0                    | 9             | 60                   | 19                 | 5         |  |
|                        | NEWCASTLE         | FIRST CHOICE AIRWAYS LTD | C              | A        | 3                 | 0        | 0                          | 67            | 0             | 33               | 0                | 0                 | 0                    | 23            | 0                    | 0                  | 0         |  |
|                        | NEWCASTLE         | FIRST CHOICE AIRWAYS LTD | C              | D        | 2                 | 0        | 0                          | 0             | 50            | 50               | 0                | 0                 | 0                    | 39            | 0                    | 0                  | 0         |  |
|                        | GATWICK           | MONARCH AIRLINES         | C              | A        | 4                 | 0        | 0                          | 50            | 25            | 0                | 25               | 0                 | 0                    | 29            | 100                  | 7                  | 4         |  |
|                        | GATWICK           | MONARCH AIRLINES         | C              | D        | 5                 | 0        | 0                          | 80            | 0             | 20               | 0                | 0                 | 0                    | 11            | 100                  | 7                  | 4         |  |
|                        | MANCHESTER        | MONARCH AIRLINES         | C              | A        | 4                 | 0        | 0                          | 75            | 25            | 0                | 0                | 0                 | 0                    | 5             | 100                  | 6                  | 4         |  |
|                        | MANCHESTER        | MONARCH AIRLINES         | C              | D        | 4                 | 0        | 0                          | 75            | 0             | 0                | 25               | 0                 | 0                    | 20            | 100                  | 2                  | 4         |  |
| <b>TOTAL GRENOBLE</b>  |                   |                          |                |          | <b>103</b>        | <b>0</b> | <b>0</b>                   | <b>69</b>     | <b>17</b>     | <b>8</b>         | <b>4</b>         | <b>2</b>          | <b>0</b>             | <b>16</b>     | <b>69</b>            | <b>18</b>          | <b>18</b> |  |
| GRONINGEN              |                   |                          |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |  |
|                        | STANSTED          | RYANAIR                  | S              | A        | 31                | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 1             | 0                    | 0                  | 0         |  |
|                        | STANSTED          | RYANAIR                  | S              | D        | 31                | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 1             | 0                    | 0                  | 0         |  |
| <b>TOTAL GRONINGEN</b> |                   |                          |                |          | <b>62</b>         | <b>0</b> | <b>0</b>                   | <b>100</b>    | <b>0</b>      | <b>0</b>         | <b>0</b>         | <b>0</b>          | <b>0</b>             | <b>1</b>      | <b>0</b>             | <b>0</b>           | <b>0</b>  |  |
| GUERNSEY               |                   |                          |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |  |
|                        | GATWICK           | AURIGNY AIR SERVICES     | S              | A        | 96                | 0        | 27                         | 89            | 8             | 0                | 3                | 0                 | 0                    | 6             | 0                    | 0                  | 0         |  |
|                        | GATWICK           | AURIGNY AIR SERVICES     | S              | D        | 96                | 0        | 27                         | 83            | 10            | 3                | 3                | 0                 | 0                    | 8             | 0                    | 0                  | 0         |  |
|                        | MANCHESTER        | AURIGNY AIR SERVICES     | S              | A        | 84                | 0        | 4                          | 74            | 5             | 11               | 10               | 1                 | 0                    | 20            | 89                   | 7                  | 74        |  |
|                        | MANCHESTER        | AURIGNY AIR SERVICES     | S              | D        | 82                | 0        | 6                          | 77            | 6             | 10               | 7                | 0                 | 0                    | 15            | 93                   | 14                 | 74        |  |
|                        | STANSTED          | AURIGNY AIR SERVICES     | S              | A        | 81                | 1        | 2                          | 57            | 19            | 17               | 6                | 1                 | 0                    | 24            | 89                   | 11                 | 71        |  |
|                        | STANSTED          | AURIGNY AIR SERVICES     | S              | D        | 80                | 0        | 3                          | 53            | 20            | 20               | 8                | 0                 | 0                    | 22            | 79                   | 28                 | 71        |  |
|                        | BIRMINGHAM        | FLYBE.BRITISH EUROPEAN   | S              | A        | 29                | 0        | 0                          | 76            | 3             | 14               | 7                | 0                 | 0                    | 14            | 81                   | 9                  | 26        |  |
|                        | BIRMINGHAM        | FLYBE.BRITISH EUROPEAN   | S              | D        | 26                | 0        | 0                          | 69            | 15            | 0                | 12               | 4                 | 0                    | 23            | 73                   | 21                 | 30        |  |
|                        | GATWICK           | FLYBE.BRITISH EUROPEAN   | S              | A        | 108               | 0        | 0                          | 91            | 2             | 2                | 5                | 1                 | 0                    | 11            | 80                   | 23                 | 95        |  |
|                        | GATWICK           | FLYBE.BRITISH EUROPEAN   | S              | D        | 112               | 0        | 0                          | 86            | 4             | 4                | 5                | 1                 | 0                    | 13            | 76                   | 23                 | 100       |  |
| <b>TOTAL GUERNSEY</b>  |                   |                          |                |          | <b>794</b>        | <b>1</b> | <b>69</b>                  | <b>77</b>     | <b>9</b>      | <b>8</b>         | <b>6</b>         | <b>1</b>          | <b>0</b>             | <b>15</b>     | <b>80</b>            | <b>17</b>          | <b>17</b> |  |
| GURYEV                 |                   |                          |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |  |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: H

| ORIGIN / DESTINATION     | REPORTING AIRPORT | AIRLINE                         | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        | MAR 2003                |                            |                     |                            |                          |  |
|--------------------------|-------------------|---------------------------------|-------------------|-------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|--|
|                          |                   |                                 |                   |             | MATCHED           |          | UNMATCHED | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |  |
|                          |                   |                                 |                   |             | Actual<br>(7)     | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
| HAHN                     |                   |                                 |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                          | STANSTED          | RYANAIR                         |                   | S A         | 146               | 0        | 1         | 87                         | 3                | 5                | 1                      | 3                      | 1                       | 14                         | 90                  | 4                          | 163                      |  |
|                          | STANSTED          | RYANAIR                         |                   | S D         | 147               | 0        | 0         | 77                         | 13               | 8                | 2                      | 0                      | 0                       | 11                         | 72                  | 11                         | 165                      |  |
| <b>TOTAL HAHN</b>        |                   |                                 |                   |             | <b>293</b>        | <b>0</b> | <b>1</b>  | <b>82</b>                  | <b>8</b>         | <b>7</b>         | <b>2</b>               | <b>1</b>               | <b>0</b>                | <b>12</b>                  | <b>81</b>           | <b>8</b>                   | <b>8</b>                 |  |
| HALIFAX INT              |                   |                                 |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                          | HEATHROW          | AIR CANADA                      |                   | S A         | 31                | 0        | 0         | 45                         | 16               | 32               | 6                      | 0                      | 0                       | 25                         | 50                  | 33                         | 20                       |  |
|                          | HEATHROW          | AIR CANADA                      |                   | S D         | 31                | 0        | 0         | 61                         | 29               | 3                | 3                      | 3                      | 0                       | 23                         | 80                  | 8                          | 20                       |  |
| <b>TOTAL HALIFAX INT</b> |                   |                                 |                   |             | <b>62</b>         | <b>0</b> | <b>0</b>  | <b>53</b>                  | <b>23</b>        | <b>18</b>        | <b>5</b>               | <b>2</b>               | <b>0</b>                | <b>24</b>                  | <b>65</b>           | <b>21</b>                  | <b>21</b>                |  |
| HAMBURG                  |                   |                                 |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                          | BIRMINGHAM        | BRITISH AIRWAYS CITIEXPRESS LTD |                   | S A         | 48                | 0        | 0         | 83                         | 15               | 0                | 0                      | 2                      | 0                       | 8                          | 0                   | 0                          | 0                        |  |
|                          | BIRMINGHAM        | BRITISH AIRWAYS CITIEXPRESS LTD |                   | S D         | 48                | 0        | 0         | 81                         | 6                | 8                | 2                      | 2                      | 0                       | 12                         | 0                   | 0                          | 0                        |  |
|                          | HEATHROW          | BRITISH AIRWAYS PLC             |                   | S A         | 123               | 0        | 0         | 69                         | 18               | 8                | 5                      | 0                      | 0                       | 14                         | 81                  | 11                         | 124                      |  |
|                          | HEATHROW          | BRITISH AIRWAYS PLC             |                   | S D         | 123               | 0        | 0         | 72                         | 15               | 8                | 4                      | 0                      | 0                       | 14                         | 88                  | 10                         | 124                      |  |
|                          | HEATHROW          | LUFTHANSA                       |                   | S A         | 81                | 0        | 0         | 74                         | 16               | 10               | 0                      | 0                      | 0                       | 9                          | 92                  | 5                          | 100                      |  |
|                          | HEATHROW          | LUFTHANSA                       |                   | S D         | 81                | 0        | 0         | 80                         | 14               | 6                | 0                      | 0                      | 0                       | 9                          | 94                  | 4                          | 100                      |  |
|                          | HEATHROW          | LUFTHANSA CITY LINE             |                   | S A         | 11                | 0        | 0         | 64                         | 0                | 9                | 18                     | 9                      | 0                       | 49                         | 100                 | 2                          | 8                        |  |
|                          | HEATHROW          | LUFTHANSA CITY LINE             |                   | S D         | 11                | 0        | 0         | 64                         | 0                | 9                | 18                     | 9                      | 0                       | 48                         | 88                  | 13                         | 8                        |  |
|                          | MANCHESTER        | LUFTHANSA CITY LINE             |                   | S A         | 54                | 0        | 0         | 85                         | 11               | 4                | 0                      | 0                      | 0                       | 6                          | 90                  | 8                          | 49                       |  |
|                          | MANCHESTER        | LUFTHANSA CITY LINE             |                   | S D         | 54                | 0        | 0         | 87                         | 2                | 9                | 2                      | 0                      | 0                       | 6                          | 96                  | 4                          | 49                       |  |
| <b>TOTAL HAMBURG</b>     |                   |                                 |                   |             | <b>634</b>        | <b>0</b> | <b>4</b>  | <b>76</b>                  | <b>13</b>        | <b>7</b>         | <b>3</b>               | <b>1</b>               | <b>0</b>                | <b>12</b>                  | <b>89</b>           | <b>7</b>                   | <b>7</b>                 |  |
| HANOVER                  |                   |                                 |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                          | STANSTED          | AIR BERLIN                      |                   | S A         | 40                | 0        | 0         | 63                         | 8                | 13               | 13                     | 5                      | 0                       | 36                         | 100                 | 0                          | 30                       |  |
|                          | STANSTED          | AIR BERLIN                      |                   | S D         | 39                | 0        | 1         | 59                         | 10               | 8                | 18                     | 5                      | 0                       | 40                         | 84                  | 10                         | 31                       |  |
|                          | HEATHROW          | BMI BRITISH MIDLAND             |                   | S A         | 84                | 0        | 0         | 63                         | 10               | 15               | 11                     | 1                      | 0                       | 23                         | 84                  | 10                         | 85                       |  |
|                          | HEATHROW          | BMI BRITISH MIDLAND             |                   | S D         | 84                | 0        | 0         | 56                         | 17               | 14               | 13                     | 0                      | 0                       | 23                         | 81                  | 11                         | 85                       |  |
|                          | LUTON             | BRITANNIA AIRWAYS               |                   | C A         | 7                 | 0        | 0         | 86                         | 14               | 0                | 0                      | 0                      | 0                       | 9                          | 0                   | 0                          | 0                        |  |
|                          | LUTON             | BRITANNIA AIRWAYS               |                   | C D         | 7                 | 0        | 0         | 86                         | 0                | 14               | 0                      | 0                      | 0                       | 7                          | 0                   | 0                          | 0                        |  |
|                          | BIRMINGHAM        | BRITISH AIRWAYS CITIEXPRESS LTD |                   | S A         | 31                | 0        | 0         | 94                         | 0                | 6                | 0                      | 0                      | 0                       | 3                          | 0                   | 0                          | 0                        |  |
|                          | BIRMINGHAM        | BRITISH AIRWAYS CITIEXPRESS LTD |                   | S D         | 31                | 0        | 0         | 77                         | 13               | 3                | 6                      | 0                      | 0                       | 11                         | 0                   | 0                          | 0                        |  |
|                          | MANCHESTER        | BRITISH AIRWAYS CITIEXPRESS LTD |                   | S A         | 55                | 0        | 0         | 84                         | 2                | 11               | 2                      | 2                      | 0                       | 11                         | 75                  | 18                         | 32                       |  |



## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: H

| ORIGIN / DESTINATION        | REPORTING AIRPORT | AIRLINE                         | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  |                   | MAR 2003             |               |                      |                    |  |
|-----------------------------|-------------------|---------------------------------|----------------|----------|-------------------|----------|-----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|--|
|                             |                   |                                 |                |          | MATCHED           |          | UNMATCHED | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |  |
|                             |                   |                                 |                |          | Actual (7)        | Plan (8) |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
| HANOVER                     |                   |                                 |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                             | MANCHESTER        | BRITISH AIRWAYS CITIEXPRESS LTD | S              | D        | 55                | 0        | 0         | 82                         | 5             | 11            | 0                | 2                | 0                 | 9                    | 84            | 14                   | 32                 |  |
|                             | GATWICK           | BRITISH AIRWAYS PLC             | S              | A        | 80                | 0        | 0         | 84                         | 11            | 4             | 1                | 0                | 0                 | 8                    | 0             | 0                    | 0                  |  |
|                             | GATWICK           | BRITISH AIRWAYS PLC             | S              | D        | 80                | 0        | 0         | 89                         | 8             | 4             | 0                | 0                | 0                 | 5                    | 0             | 0                    | 0                  |  |
|                             | HEATHROW          | BRITISH AIRWAYS PLC             | S              | A        | 3                 | 1        | 0         | 67                         | 0             | 33            | 0                | 0                | 0                 | 22                   | 83            | 9                    | 12                 |  |
|                             | HEATHROW          | BRITISH AIRWAYS PLC             | S              | D        | 4                 | 0        | 0         | 50                         | 25            | 0             | 25               | 0                | 0                 | 29                   | 83            | 8                    | 12                 |  |
| <b>TOTAL HANOVER</b>        |                   |                                 |                |          | <b>600</b>        | <b>1</b> | <b>1</b>  | <b>74</b>                  | <b>9</b>      | <b>9</b>      | <b>6</b>         | <b>1</b>         | <b>0</b>          | <b>16</b>            | <b>83</b>     | <b>10</b>            | <b>10</b>          |  |
| HARARE                      |                   |                                 |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                             | GATWICK           | AIR ZIMBABWE                    | S              | A        | 13                | 1        | 0         | 54                         | 23            | 8             | 15               | 0                | 0                 | 23                   | 57            | 34                   | 14                 |  |
|                             | GATWICK           | AIR ZIMBABWE                    | S              | D        | 13                | 1        | 0         | 54                         | 23            | 23            | 0                | 0                | 0                 | 14                   | 100           | 4                    | 13                 |  |
|                             | HEATHROW          | BRITISH AIRWAYS PLC             | S              | A        | 13                | 0        | 0         | 85                         | 8             | 8             | 0                | 0                | 0                 | 7                    | 67            | 24                   | 9                  |  |
|                             | HEATHROW          | BRITISH AIRWAYS PLC             | S              | D        | 13                | 0        | 0         | 62                         | 23            | 15            | 0                | 0                | 0                 | 16                   | 67            | 11                   | 9                  |  |
| <b>TOTAL HARARE</b>         |                   |                                 |                |          | <b>52</b>         | <b>2</b> | <b>0</b>  | <b>63</b>                  | <b>19</b>     | <b>13</b>     | <b>4</b>         | <b>0</b>         | <b>0</b>          | <b>15</b>            | <b>73</b>     | <b>19</b>            | <b>19</b>          |  |
| HASSI MESSAOUD              |                   |                                 |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
| <b>TOTAL HASSI MESSAOUD</b> |                   |                                 |                |          | <b>2</b>          | <b>0</b> | <b>0</b>  | <b>0</b>                   | <b>0</b>      | <b>50</b>     | <b>50</b>        | <b>0</b>         | <b>0</b>          | <b>70</b>            | <b>85</b>     | <b>7</b>             | <b>7</b>           |  |
| HAUGESUND                   |                   |                                 |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                             | STANSTED          | RYANAIR                         | S              | A        | 31                | 0        | 0         | 94                         | 6             | 0             | 0                | 0                | 0                 | 3                    | 0             | 0                    | 0                  |  |
|                             | STANSTED          | RYANAIR                         | S              | D        | 31                | 0        | 0         | 68                         | 26            | 6             | 0                | 0                | 0                 | 11                   | 0             | 0                    | 0                  |  |
| <b>TOTAL HAUGESUND</b>      |                   |                                 |                |          | <b>62</b>         | <b>0</b> | <b>0</b>  | <b>81</b>                  | <b>16</b>     | <b>3</b>      | <b>0</b>         | <b>0</b>         | <b>0</b>          | <b>7</b>             | <b>0</b>      | <b>0</b>             | <b>0</b>           |  |
| HAVANA                      |                   |                                 |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                             | GATWICK           | CUBANA                          | S              | A        | 4                 | 0        | 0         | 50                         | 25            | 0             | 25               | 0                | 0                 | 23                   | 20            | 62                   | 5                  |  |
|                             | GATWICK           | CUBANA                          | S              | D        | 4                 | 0        | 0         | 75                         | 0             | 25            | 0                | 0                | 0                 | 19                   | 20            | 52                   | 5                  |  |
| <b>TOTAL HAVANA</b>         |                   |                                 |                |          | <b>8</b>          | <b>2</b> | <b>0</b>  | <b>63</b>                  | <b>13</b>     | <b>13</b>     | <b>13</b>        | <b>0</b>         | <b>0</b>          | <b>21</b>            | <b>36</b>     | <b>46</b>            | <b>46</b>          |  |
| HEATHROW                    |                   |                                 |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                             | EDINBURGH         | BMI BRITISH MIDLAND             | S              | A        | 241               | 0        | 2         | 73                         | 11            | 12            | 4                | 0                | 0                 | 13                   | 85            | 6                    | 260                |  |
|                             | EDINBURGH         | BMI BRITISH MIDLAND             | S              | D        | 240               | 0        | 4         | 61                         | 15            | 18            | 7                | 0                | 0                 | 19                   | 81            | 8                    | 259                |  |
|                             | GLASGOW           | BMI BRITISH MIDLAND             | S              | A        | 241               | 0        | 2         | 74                         | 12            | 12            | 2                | 0                | 0                 | 12                   | 86            | 7                    | 232                |  |
|                             | GLASGOW           | BMI BRITISH MIDLAND             | S              | D        | 241               | 0        | 2         | 68                         | 17            | 10            | 5                | 0                | 0                 | 15                   | 87            | 8                    | 230                |  |
|                             | MANCHESTER        | BMI BRITISH MIDLAND             | S              | A        | 234               | 1        | 6         | 63                         | 18            | 12            | 7                | 0                | 0                 | 17                   | 83            | 8                    | 235                |  |
|                             | MANCHESTER        | BMI BRITISH MIDLAND             | S              | D        | 233               | 1        | 6         | 72                         | 17            | 7             | 5                | 0                | 0                 | 12                   | 90            | 4                    | 234                |  |
|                             | EDINBURGH         | BRITISH AIRWAYS PLC             | S              | A        | 344               | 0        | 0         | 76                         | 15            | 6             | 3                | 0                | 0                 | 12                   | 82            | 8                    | 339                |  |
|                             | EDINBURGH         | BRITISH AIRWAYS PLC             | S              | D        | 342               | 0        | 2         | 63                         | 21            | 12            | 4                | 0                | 0                 | 16                   | 84            | 7                    | 339                |  |
|                             | GLASGOW           | BRITISH AIRWAYS PLC             | S              | A        | 338               | 0        | 0         | 73                         | 13            | 12            | 2                | 0                | 0                 | 13                   | 87            | 7                    | 332                |  |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: H

| ORIGIN / DESTINATION                  | REPORTING AIRPORT | AIRLINE                     | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |          | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  |                   | MAR 2003             |               |                      |                    |          |           |
|---------------------------------------|-------------------|-----------------------------|----------------|----------|-------------------|----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|----------|-----------|
|                                       |                   |                             |                |          | Actual (7)        | Plan (8) | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |          |           |
|                                       |                   |                             |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    | MATCHED  | UNMATCHED |
| HEATHROW                              |                   |                             |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |          |           |
|                                       | GLASGOW           | BRITISH AIRWAYS PLC         | S              | D        | 338               | 0        | 0                          | 72            | 14            | 10               | 4                | 0                 | 0                    | 14            | 88                   | 6                  | 332      |           |
|                                       | MANCHESTER        | BRITISH AIRWAYS PLC         | S              | A        | 308               | 0        | 0                          | 67            | 20            | 9                | 4                | 0                 | 0                    | 15            | 80                   | 9                  | 300      |           |
|                                       | MANCHESTER        | BRITISH AIRWAYS PLC         | S              | D        | 307               | 1        | 0                          | 80            | 10            | 7                | 3                | 0                 | 0                    | 10            | 92                   | 5                  | 299      |           |
|                                       | NEWCASTLE         | BRITISH AIRWAYS PLC         | S              | A        | 204               | 0        | 0                          | 67            | 20            | 10               | 3                | 0                 | 0                    | 15            | 82                   | 10                 | 179      |           |
|                                       | NEWCASTLE         | BRITISH AIRWAYS PLC         | S              | D        | 204               | 0        | 0                          | 79            | 9             | 8                | 2                | 0                 | 0                    | 12            | 89                   | 7                  | 178      |           |
| <b>TOTAL HEATHROW</b>                 |                   |                             |                |          | <b>3815</b>       | <b>4</b> | <b>24</b>                  | <b>71</b>     | <b>15</b>     | <b>10</b>        | <b>4</b>         | <b>0</b>          | <b>0</b>             | <b>14</b>     | <b>85</b>            | <b>7</b>           | <b>7</b> |           |
| HELSINKI                              |                   |                             |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |          |           |
|                                       | HEATHROW          | BRITISH AIRWAYS PLC         | S              | A        | 72                | 0        | 0                          | 85            | 4             | 7                | 4                | 0                 | 0                    | 8             | 83                   | 7                  | 63       |           |
|                                       | HEATHROW          | BRITISH AIRWAYS PLC         | S              | D        | 72                | 0        | 0                          | 85            | 13            | 3                | 0                | 0                 | 0                    | 7             | 94                   | 4                  | 63       |           |
|                                       | BIRMINGHAM        | CITY AIRLINE                | S              | A        | 27                | 0        | 0                          | 81            | 19            | 0                | 0                | 0                 | 0                    | 7             | 0                    | 0                  | 0        |           |
|                                       | BIRMINGHAM        | CITY AIRLINE                | S              | D        | 22                | 0        | 1                          | 82            | 14            | 0                | 5                | 0                 | 0                    | 9             | 0                    | 0                  | 0        |           |
|                                       | MANCHESTER        | CITY AIRLINE                | S              | A        | 20                | 0        | 0                          | 85            | 15            | 0                | 0                | 0                 | 0                    | 7             | 67                   | 14                 | 24       |           |
|                                       | MANCHESTER        | CITY AIRLINE                | S              | D        | 20                | 0        | 0                          | 90            | 10            | 0                | 0                | 0                 | 0                    | 2             | 90                   | 14                 | 20       |           |
|                                       | BIRMINGHAM        | DUO AIRWAYS LTD             | S              | A        | 27                | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 2             | 0                    | 0                  | 0        |           |
|                                       | BIRMINGHAM        | DUO AIRWAYS LTD             | S              | D        | 27                | 0        | 0                          | 81            | 4             | 15               | 0                | 0                 | 0                    | 11            | 0                    | 0                  | 0        |           |
|                                       | HEATHROW          | FINNAIR                     | S              | A        | 120               | 0        | 0                          | 73            | 12            | 13               | 2                | 0                 | 0                    | 11            | 90                   | 4                  | 115      |           |
|                                       | HEATHROW          | FINNAIR                     | S              | D        | 120               | 0        | 0                          | 78            | 13            | 8                | 2                | 0                 | 0                    | 12            | 88                   | 6                  | 115      |           |
|                                       | MANCHESTER        | FINNAIR                     | S              | A        | 54                | 0        | 0                          | 83            | 11            | 4                | 2                | 0                 | 0                    | 10            | 92                   | 7                  | 52       |           |
|                                       | MANCHESTER        | FINNAIR                     | S              | D        | 54                | 0        | 0                          | 89            | 2             | 9                | 0                | 0                 | 0                    | 5             | 97                   | 5                  | 30       |           |
| <b>TOTAL HELSINKI</b>                 |                   |                             |                |          | <b>636</b>        | <b>0</b> | <b>1</b>                   | <b>82</b>     | <b>10</b>     | <b>7</b>         | <b>1</b>         | <b>0</b>          | <b>0</b>             | <b>9</b>      | <b>88</b>            | <b>6</b>           | <b>6</b> |           |
| HOLGUIN (FRANK PAIS)                  |                   |                             |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |          |           |
|                                       | GATWICK           | MONARCH AIRLINES            | C              | D        | 3                 | 0        | 0                          | 33            | 33            | 33               | 0                | 0                 | 0                    | 21            | 100                  | 8                  | 2        |           |
|                                       | GATWICK           | THOMAS COOK AIRLINES LTD    | C              | D        | 4                 | 0        | 0                          | 75            | 0             | 25               | 0                | 0                 | 0                    | 17            | 0                    | 0                  | 0        |           |
|                                       | MANCHESTER        | THOMAS COOK AIRLINES LTD    | C              | D        | 3                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 3             | 0                    | 0                  | 0        |           |
| <b>TOTAL HOLGUIN (FRANK PAIS)</b>     |                   |                             |                |          | <b>10</b>         | <b>0</b> | <b>0</b>                   | <b>70</b>     | <b>10</b>     | <b>20</b>        | <b>0</b>         | <b>0</b>          | <b>0</b>             | <b>14</b>     | <b>100</b>           | <b>8</b>           | <b>8</b> |           |
| HONG KONG (CHEP LAP KOK)              |                   |                             |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |          |           |
|                                       | HEATHROW          | BRITISH AIRWAYS PLC         | S              | A        | 60                | 2        | 2                          | 97            | 2             | 2                | 0                | 0                 | 0                    | 1             | 97                   | 2                  | 61       |           |
|                                       | HEATHROW          | BRITISH AIRWAYS PLC         | S              | D        | 62                | 1        | 0                          | 84            | 13            | 3                | 0                | 0                 | 0                    | 8             | 87                   | 8                  | 61       |           |
|                                       | HEATHROW          | CATHAY PACIFIC AIRWAYS      | S              | A        | 90                | 3        | 3                          | 89            | 2             | 6                | 2                | 1                 | 0                    | 9             | 92                   | 5                  | 79       |           |
|                                       | HEATHROW          | CATHAY PACIFIC AIRWAYS      | S              | D        | 93                | 0        | 0                          | 68            | 23            | 5                | 3                | 1                 | 0                    | 17            | 84                   | 7                  | 80       |           |
|                                       | HEATHROW          | VIRGIN ATLANTIC AIRWAYS LTD | S              | A        | 31                | 0        | 0                          | 68            | 13            | 19               | 0                | 0                 | 0                    | 11            | 84                   | 8                  | 31       |           |
|                                       | HEATHROW          | VIRGIN ATLANTIC AIRWAYS LTD | S              | D        | 31                | 0        | 0                          | 77            | 10            | 6                | 3                | 3                 | 0                    | 17            | 81                   | 8                  | 31       |           |
| <b>TOTAL HONG KONG (CHEP LAP KOK)</b> |                   |                             |                |          | <b>367</b>        | <b>6</b> | <b>5</b>                   | <b>81</b>     | <b>11</b>     | <b>6</b>         | <b>2</b>         | <b>1</b>          | <b>0</b>             | <b>10</b>     | <b>88</b>            | <b>6</b>           | <b>6</b> |           |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: H

| ORIGIN / DESTINATION  | REPORTING AIRPORT | AIRLINE                  | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         |                            | MAR 2003            |                            |                          |           |  |
|-----------------------|-------------------|--------------------------|-------------------|-------------|-------------------|----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|-----------|--|
|                       |                   |                          |                   |             | MATCHED           |          | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |           |  |
|                       |                   |                          |                   |             | Actual<br>(7)     | Plan (8) |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |           |  |
| HOUSTON               |                   |                          |                   |             |                   |          |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |           |  |
|                       | GATWICK           | BRITISH AIRWAYS PLC      | S                 | A           | 43                | 0        | 0                          | 70               | 16               | 12                     | 2                      | 0                       | 0                          | 13                  | 68                         | 17                       | 31        |  |
|                       | GATWICK           | BRITISH AIRWAYS PLC      | S                 | D           | 43                | 0        | 0                          | 91               | 5                | 5                      | 0                      | 0                       | 0                          | 7                   | 87                         | 8                        | 31        |  |
|                       | HEATHROW          | BRITISH AIRWAYS PLC      | S                 | A           | 31                | 0        | 0                          | 68               | 10               | 10                     | 13                     | 0                       | 0                          | 19                  | 100                        | 0                        | 29        |  |
|                       | HEATHROW          | BRITISH AIRWAYS PLC      | S                 | D           | 31                | 0        | 0                          | 84               | 10               | 0                      | 6                      | 0                       | 0                          | 11                  | 85                         | 7                        | 33        |  |
|                       | GATWICK           | CONTINENTAL AIRLINES     | S                 | A           | 62                | 0        | 0                          | 66               | 16               | 15                     | 3                      | 0                       | 0                          | 15                  | 83                         | 12                       | 60        |  |
|                       | GATWICK           | CONTINENTAL AIRLINES     | S                 | D           | 62                | 0        | 0                          | 82               | 13               | 5                      | 0                      | 0                       | 0                          | 8                   | 90                         | 6                        | 60        |  |
| <b>TOTAL HOUSTON</b>  |                   |                          |                   |             | <b>272</b>        | <b>0</b> | <b>0</b>                   | <b>76</b>        | <b>12</b>        | <b>8</b>               | <b>3</b>               | <b>0</b>                | <b>0</b>                   | <b>12</b>           | <b>86</b>                  | <b>9</b>                 | <b>9</b>  |  |
| HURGHADA              |                   |                          |                   |             |                   |          |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |           |  |
|                       | MANCHESTER        | AIR CORDIAL LTD          | C                 | A           | 4                 | 0        | 0                          | 0                | 0                | 50                     | 50                     | 0                       | 0                          | 70                  | 0                          | 0                        | 0         |  |
|                       | MANCHESTER        | AIR CORDIAL LTD          | C                 | D           | 4                 | 0        | 0                          | 100              | 0                | 0                      | 0                      | 0                       | 0                          | 2                   | 0                          | 0                        | 0         |  |
|                       | MANCHESTER        | BRITANNIA AIRWAYS        | C                 | A           | 4                 | 0        | 0                          | 0                | 75               | 25                     | 0                      | 0                       | 0                          | 32                  | 0                          | 0                        | 0         |  |
|                       | MANCHESTER        | BRITANNIA AIRWAYS        | C                 | D           | 4                 | 0        | 0                          | 75               | 0                | 25                     | 0                      | 0                       | 0                          | 13                  | 0                          | 0                        | 0         |  |
|                       | GATWICK           | EXCEL AIRWAYS LTD        | C                 | A           | 4                 | 0        | 0                          | 75               | 0                | 25                     | 0                      | 0                       | 0                          | 9                   | 75                         | 12                       | 4         |  |
|                       | GATWICK           | EXCEL AIRWAYS LTD        | C                 | D           | 4                 | 0        | 0                          | 75               | 25               | 0                      | 0                      | 0                       | 0                          | 8                   | 50                         | 12                       | 4         |  |
|                       | GATWICK           | THOMAS COOK AIRLINES LTD | C                 | A           | 4                 | 0        | 0                          | 50               | 50               | 0                      | 0                      | 0                       | 0                          | 14                  | 0                          | 0                        | 0         |  |
|                       | GATWICK           | THOMAS COOK AIRLINES LTD | C                 | D           | 4                 | 0        | 0                          | 100              | 0                | 0                      | 0                      | 0                       | 0                          | 5                   | 0                          | 0                        | 0         |  |
|                       | MANCHESTER        | THOMAS COOK AIRLINES LTD | C                 | A           | 2                 | 2        | 0                          | 100              | 0                | 0                      | 0                      | 0                       | 0                          | 0                   | 0                          | 153                      | 3         |  |
|                       | MANCHESTER        | THOMAS COOK AIRLINES LTD | C                 | D           | 5                 | 1        | 0                          | 60               | 20               | 0                      | 0                      | 0                       | 20                         | 81                  | 50                         | 108                      | 4         |  |
| <b>TOTAL HURGHADA</b> |                   |                          |                   |             | <b>39</b>         | <b>3</b> | <b>0</b>                   | <b>62</b>        | <b>18</b>        | <b>13</b>              | <b>5</b>               | <b>0</b>                | <b>3</b>                   | <b>26</b>           | <b>66</b>                  | <b>32</b>                | <b>32</b> |  |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: I

| ORIGIN / DESTINATION | REPORTING AIRPORT | AIRLINE                         | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  |                   | MAR 2003             |               |                      |                    |
|----------------------|-------------------|---------------------------------|----------------|----------|-------------------|----------|-----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|
|                      |                   |                                 |                |          | MATCHED           |          | UNMATCHED | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |
|                      |                   |                                 |                |          | Actual (7)        | Plan (8) |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |
| IBIZA                | STANSTED          | EASYJET AIRLINE COMPANY LTD     | S              | A        | 4                 | 0        | 0         | 75                         | 0             | 0             | 0                | 25               | 0                 | 65                   | 100           | 2                    | 2                  |
|                      | STANSTED          | EASYJET AIRLINE COMPANY LTD     | S              | D        | 4                 | 0        | 0         | 100                        | 0             | 0             | 0                | 0                | 0                 | 4                    | 100           | 13                   | 2                  |
| <b>TOTAL IBIZA</b>   |                   |                                 |                |          | <b>8</b>          | <b>0</b> | <b>0</b>  | <b>88</b>                  | <b>0</b>      | <b>0</b>      | <b>0</b>         | <b>13</b>        | <b>0</b>          | <b>35</b>            | <b>100</b>    | <b>7</b>             | <b>7</b>           |
| INNSBRUCK            | GATWICK           | ASTRAEUS LTD                    | C              | A        | 8                 | 0        | 0         | 75                         | 0             | 0             | 25               | 0                | 0                 | 20                   | 100           | 0                    | 5                  |
|                      | GATWICK           | ASTRAEUS LTD                    | C              | D        | 8                 | 0        | 0         | 50                         | 13            | 13            | 25               | 0                | 0                 | 30                   | 100           | 4                    | 5                  |
|                      | MANCHESTER        | ASTRAEUS LTD                    | C              | A        | 4                 | 0        | 0         | 50                         | 25            | 25            | 0                | 0                | 0                 | 19                   | 0             | 0                    | 0                  |
|                      | MANCHESTER        | ASTRAEUS LTD                    | C              | D        | 4                 | 0        | 0         | 0                          | 50            | 50            | 0                | 0                | 0                 | 34                   | 0             | 0                    | 0                  |
|                      | GATWICK           | AUSTRIAN AIRLINES               | S              | A        | 12                | 0        | 0         | 92                         | 8             | 0             | 0                | 0                | 0                 | 2                    | 0             | 0                    | 0                  |
|                      | GATWICK           | AUSTRIAN AIRLINES               | C              | A        | 4                 | 0        | 0         | 50                         | 0             | 0             | 50               | 0                | 0                 | 70                   | 0             | 0                    | 0                  |
|                      | GATWICK           | AUSTRIAN AIRLINES               | C              | D        | 4                 | 0        | 0         | 50                         | 0             | 0             | 50               | 0                | 0                 | 62                   | 0             | 0                    | 0                  |
|                      | GATWICK           | AUSTRIAN AIRLINES               | S              | D        | 12                | 0        | 0         | 83                         | 17            | 0             | 0                | 0                | 0                 | 5                    | 0             | 0                    | 0                  |
|                      | LUTON             | AUSTRIAN AIRLINES               | C              | A        | 2                 | 0        | 0         | 50                         | 50            | 0             | 0                | 0                | 0                 | 16                   | 0             | 0                    | 0                  |
|                      | MANCHESTER        | AUSTRIAN AIRLINES               | C              | A        | 4                 | 0        | 0         | 25                         | 50            | 25            | 0                | 0                | 0                 | 22                   | 0             | 0                    | 0                  |
|                      | MANCHESTER        | AUSTRIAN AIRLINES               | C              | D        | 4                 | 0        | 0         | 25                         | 50            | 25            | 0                | 0                | 0                 | 21                   | 0             | 0                    | 0                  |
|                      | MANCHESTER        | BRITISH AIRWAYS CITIEXPRESS LTD | C              | A        | 3                 | 0        | 0         | 100                        | 0             | 0             | 0                | 0                | 0                 | 4                    | 0             | 0                    | 0                  |
|                      | MANCHESTER        | BRITISH AIRWAYS CITIEXPRESS LTD | C              | D        | 3                 | 0        | 0         | 100                        | 0             | 0             | 0                | 0                | 0                 | 7                    | 0             | 0                    | 0                  |
|                      | GATWICK           | BRITISH AIRWAYS PLC             | C              | A        | 8                 | 0        | 0         | 63                         | 38            | 0             | 0                | 0                | 0                 | 12                   | 30            | 31                   | 10                 |
|                      | GATWICK           | BRITISH AIRWAYS PLC             | C              | D        | 8                 | 0        | 0         | 75                         | 13            | 13            | 0                | 0                | 0                 | 12                   | 70            | 19                   | 10                 |
|                      | NEWCASTLE         | BRITISH AIRWAYS PLC             | C              | A        | 4                 | 0        | 0         | 75                         | 0             | 0             | 25               | 0                | 0                 | 16                   | 100           | 0                    | 4                  |
|                      | NEWCASTLE         | BRITISH AIRWAYS PLC             | C              | D        | 3                 | 0        | 0         | 67                         | 0             | 33            | 0                | 0                | 0                 | 14                   | 75            | 8                    | 4                  |
|                      | BIRMINGHAM        | FIRST CHOICE AIRWAYS LTD        | C              | A        | 4                 | 0        | 0         | 100                        | 0             | 0             | 0                | 0                | 0                 | 5                    | 60            | 16                   | 5                  |
|                      | BIRMINGHAM        | FIRST CHOICE AIRWAYS LTD        | C              | D        | 4                 | 0        | 0         | 50                         | 25            | 0             | 0                | 25               | 0                 | 69                   | 100           | 0                    | 5                  |
|                      | EDINBURGH         | FIRST CHOICE AIRWAYS LTD        | C              | A        | 4                 | 0        | 0         | 100                        | 0             | 0             | 0                | 0                | 0                 | 1                    | 0             | 0                    | 0                  |
|                      | EDINBURGH         | FIRST CHOICE AIRWAYS LTD        | C              | D        | 4                 | 0        | 0         | 75                         | 25            | 0             | 0                | 0                | 0                 | 8                    | 0             | 0                    | 0                  |
|                      | GATWICK           | FIRST CHOICE AIRWAYS LTD        | C              | A        | 8                 | 0        | 0         | 63                         | 13            | 25            | 0                | 0                | 0                 | 15                   | 53            | 23                   | 15                 |
|                      | GATWICK           | FIRST CHOICE AIRWAYS LTD        | C              | D        | 8                 | 0        | 0         | 50                         | 13            | 38            | 0                | 0                | 0                 | 18                   | 73            | 13                   | 15                 |
|                      | MANCHESTER        | FIRST CHOICE AIRWAYS LTD        | C              | A        | 4                 | 0        | 0         | 100                        | 0             | 0             | 0                | 0                | 0                 | 0                    | 40            | 26                   | 5                  |
|                      | MANCHESTER        | FIRST CHOICE AIRWAYS LTD        | C              | D        | 4                 | 0        | 0         | 100                        | 0             | 0             | 0                | 0                | 0                 | 5                    | 60            | 12                   | 5                  |
|                      | STANSTED          | FIRST CHOICE AIRWAYS LTD        | C              | A        | 4                 | 0        | 0         | 75                         | 0             | 0             | 0                | 25               | 0                 | 48                   | 100           | 1                    | 5                  |
|                      | STANSTED          | FIRST CHOICE AIRWAYS LTD        | C              | D        | 4                 | 0        | 0         | 100                        | 0             | 0             | 0                | 0                | 0                 | 4                    | 20            | 16                   | 5                  |
|                      | GATWICK           | MONARCH AIRLINES                | C              | A        | 8                 | 0        | 0         | 100                        | 0             | 0             | 0                | 0                | 0                 | 0                    | 80            | 6                    | 10                 |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: I

| ORIGIN / DESTINATION   | REPORTING AIRPORT | AIRLINE                         | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |          | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  |                   | MAR 2003             |               |                      |                    |           |           |  |
|------------------------|-------------------|---------------------------------|----------------|----------|-------------------|----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|-----------|-----------|--|
|                        |                   |                                 |                |          | Actual (7)        | Plan (8) | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |           |           |  |
|                        |                   |                                 |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    | MATCHED   | UNMATCHED |  |
| INNSBRUCK              |                   |                                 |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |           |  |
|                        | GATWICK           | MONARCH AIRLINES                | C              | D        | 8                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 2             | 100                  | 3                  | 10        |           |  |
|                        | GATWICK           | THOMAS COOK AIRLINES LTD        | C              | A        | 8                 | 0        | 0                          | 88            | 0             | 0                | 13               | 0                 | 0                    | 17            | 50                   | 39                 | 8         |           |  |
|                        | GATWICK           | THOMAS COOK AIRLINES LTD        | C              | D        | 8                 | 0        | 0                          | 63            | 25            | 0                | 13               | 0                 | 0                    | 19            | 63                   | 39                 | 8         |           |  |
|                        | MANCHESTER        | THOMAS COOK AIRLINES LTD        | C              | A        | 4                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 0             | 100                  | 1                  | 5         |           |  |
|                        | MANCHESTER        | THOMAS COOK AIRLINES LTD        | C              | D        | 4                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 0             | 100                  | 0                  | 5         |           |  |
| <b>TOTAL INNSBRUCK</b> |                   |                                 |                |          | <b>184</b>        | <b>0</b> | <b>0</b>                   | <b>73</b>     | <b>13</b>     | <b>7</b>         | <b>6</b>         | <b>1</b>          | <b>0</b>             | <b>16</b>     | <b>72</b>            | <b>15</b>          | <b>15</b> |           |  |
| INVERNESS              |                   |                                 |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |           |  |
|                        | HEATHROW          | BMI BRITISH MIDLAND             | S              | A        | 4                 | 0        | 0                          | 75            | 0             | 25               | 0                | 0                 | 0                    | 12            | 0                    | 0                  | 0         |           |  |
|                        | HEATHROW          | BMI BRITISH MIDLAND             | S              | D        | 4                 | 0        | 0                          | 75            | 25            | 0                | 0                | 0                 | 0                    | 11            | 0                    | 0                  | 0         |           |  |
|                        | GATWICK           | BRITISH AIRWAYS CITIEXPRESS LTD | S              | A        | 86                | 0        | 0                          | 95            | 3             | 1                | 0                | 0                 | 0                    | 2             | 78                   | 14                 | 79        |           |  |
|                        | GATWICK           | BRITISH AIRWAYS CITIEXPRESS LTD | S              | D        | 86                | 0        | 0                          | 94            | 5             | 0                | 1                | 0                 | 0                    | 4             | 88                   | 7                  | 80        |           |  |
|                        | BIRMINGHAM        | EASTERN AIRWAYS                 | S              | A        | 45                | 0        | 1                          | 96            | 2             | 2                | 0                | 0                 | 0                    | 6             | 0                    | 0                  | 0         |           |  |
|                        | BIRMINGHAM        | EASTERN AIRWAYS                 | S              | D        | 45                | 0        | 1                          | 96            | 2             | 0                | 2                | 0                 | 0                    | 4             | 0                    | 0                  | 0         |           |  |
|                        | MANCHESTER        | EASTERN AIRWAYS                 | S              | A        | 69                | 1        | 1                          | 91            | 7             | 1                | 0                | 0                 | 0                    | 6             | 77                   | 17                 | 62        |           |  |
|                        | MANCHESTER        | EASTERN AIRWAYS                 | S              | D        | 69                | 0        | 1                          | 99            | 0             | 1                | 0                | 0                 | 0                    | 1             | 81                   | 12                 | 63        |           |  |
|                        | GATWICK           | EASYJET AIRLINE COMPANY LTD     | S              | A        | 31                | 0        | 0                          | 74            | 6             | 10               | 6                | 3                 | 0                    | 18            | 58                   | 25                 | 31        |           |  |
|                        | GATWICK           | EASYJET AIRLINE COMPANY LTD     | S              | D        | 31                | 0        | 0                          | 81            | 0             | 6                | 10               | 3                 | 0                    | 21            | 61                   | 23                 | 31        |           |  |
|                        | LUTON             | EASYJET AIRLINE COMPANY LTD     | S              | A        | 38                | 0        | 1                          | 95            | 3             | 3                | 0                | 0                 | 0                    | 3             | 97                   | 2                  | 32        |           |  |
|                        | LUTON             | EASYJET AIRLINE COMPANY LTD     | S              | D        | 39                | 0        | 0                          | 69            | 23            | 5                | 3                | 0                 | 0                    | 12            | 87                   | 7                  | 31        |           |  |
|                        | EDINBURGH         | LOGANAIR                        | S              | A        | 77                | 0        | 0                          | 88            | 5             | 4                | 3                | 0                 | 0                    | 7             | 78                   | 26                 | 50        |           |  |
| <b>TOTAL INVERNESS</b> |                   |                                 |                |          | <b>624</b>        | <b>2</b> | <b>5</b>                   | <b>91</b>     | <b>5</b>      | <b>3</b>         | <b>2</b>         | <b>0</b>          | <b>0</b>             | <b>6</b>      | <b>82</b>            | <b>13</b>          | <b>13</b> |           |  |
| ISLAMABAD              |                   |                                 |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |           |  |
|                        | HEATHROW          | BRITISH AIRWAYS PLC             | S              | A        | 13                | 0        | 0                          | 69            | 15            | 8                | 8                | 0                 | 0                    | 17            | 0                    | 0                  | 0         |           |  |
|                        | HEATHROW          | BRITISH AIRWAYS PLC             | S              | D        | 13                | 0        | 0                          | 85            | 15            | 0                | 0                | 0                 | 0                    | 8             | 0                    | 0                  | 0         |           |  |
|                        | BIRMINGHAM        | PAKISTAN INTL AIRLINES          | S              | A        | 15                | 0        | 1                          | 80            | 13            | 7                | 0                | 0                 | 0                    | 9             | 75                   | 9                  | 16        |           |  |
|                        | BIRMINGHAM        | PAKISTAN INTL AIRLINES          | S              | D        | 15                | 0        | 1                          | 73            | 7             | 20               | 0                | 0                 | 0                    | 12            | 81                   | 6                  | 16        |           |  |
|                        | HEATHROW          | PAKISTAN INTL AIRLINES          | S              | A        | 13                | 0        | 0                          | 46            | 38            | 8                | 8                | 0                 | 0                    | 22            | 60                   | 23                 | 10        |           |  |
|                        | HEATHROW          | PAKISTAN INTL AIRLINES          | S              | D        | 13                | 0        | 0                          | 46            | 31            | 23               | 0                | 0                 | 0                    | 23            | 55                   | 21                 | 11        |           |  |
|                        | MANCHESTER        | PAKISTAN INTL AIRLINES          | S              | A        | 19                | 1        | 0                          | 26            | 26            | 32               | 5                | 11                | 0                    | 53            | 50                   | 21                 | 14        |           |  |
|                        | MANCHESTER        | PAKISTAN INTL AIRLINES          | S              | D        | 18                | 1        | 0                          | 11            | 17            | 50               | 22               | 0                 | 0                    | 45            | 71                   | 21                 | 14        |           |  |
| <b>TOTAL ISLAMABAD</b> |                   |                                 |                |          | <b>119</b>        | <b>2</b> | <b>2</b>                   | <b>52</b>     | <b>20</b>     | <b>20</b>        | <b>6</b>         | <b>2</b>          | <b>0</b>             | <b>26</b>     | <b>67</b>            | <b>16</b>          | <b>16</b> |           |  |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: I

| ORIGIN / DESTINATION     | REPORTING AIRPORT | AIRLINE                         | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  |                   | MAR 2003             |               |                      |                    |  |
|--------------------------|-------------------|---------------------------------|----------------|----------|-------------------|----------|-----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|--|
|                          |                   |                                 |                |          | MATCHED           |          | UNMATCHED | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |  |
|                          |                   |                                 |                |          | Actual (7)        | Plan (8) |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
| ISLAY                    |                   |                                 |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                          | GLASGOW           | LOGANAIR                        |                | S A      | 50                | 0        | 0         | 86                         | 6             | 8             | 0                | 0                | 0                 | 6                    | 91            | 6                    | 45                 |  |
|                          | GLASGOW           | LOGANAIR                        |                | S D      | 50                | 0        | 0         | 72                         | 16            | 6             | 6                | 0                | 0                 | 13                   | 81            | 11                   | 47                 |  |
| <b>TOTAL ISLAY</b>       |                   |                                 |                |          | <b>100</b>        | <b>0</b> | <b>0</b>  | <b>79</b>                  | <b>11</b>     | <b>7</b>      | <b>3</b>         | <b>0</b>         | <b>0</b>          | <b>9</b>             | <b>86</b>     | <b>9</b>             | <b>9</b>           |  |
| ISLE OF MAN              |                   |                                 |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                          | GATWICK           | BA CITIEXPRESS (IOM) LTD        |                | S A      | 85                | 0        | 0         | 84                         | 11            | 5             | 1                | 0                | 0                 | 7                    | 83            | 10                   | 83                 |  |
|                          | GATWICK           | BA CITIEXPRESS (IOM) LTD        |                | S D      | 84                | 0        | 0         | 77                         | 14            | 5             | 4                | 0                | 0                 | 11                   | 77            | 11                   | 83                 |  |
|                          | LUTON             | BA CITIEXPRESS (IOM) LTD        |                | S A      | 31                | 0        | 0         | 81                         | 3             | 6             | 10               | 0                | 0                 | 12                   | 87            | 7                    | 31                 |  |
|                          | LUTON             | BA CITIEXPRESS (IOM) LTD        |                | S D      | 31                | 0        | 0         | 87                         | 0             | 3             | 10               | 0                | 0                 | 12                   | 94            | 4                    | 31                 |  |
|                          | MANCHESTER        | BA CITIEXPRESS (IOM) LTD        |                | S A      | 100               | 0        | 0         | 83                         | 12            | 2             | 3                | 0                | 0                 | 9                    | 91            | 5                    | 92                 |  |
|                          | MANCHESTER        | BA CITIEXPRESS (IOM) LTD        |                | S D      | 104               | 0        | 0         | 94                         | 3             | 0             | 3                | 0                | 0                 | 3                    | 95            | 1                    | 97                 |  |
|                          | GLASGOW           | BRITISH AIRWAYS CITIEXPRESS LTD |                | S A      | 31                | 0        | 0         | 81                         | 6             | 6             | 3                | 3                | 0                 | 16                   | 0             | 0                    | 0                  |  |
|                          | GLASGOW           | BRITISH AIRWAYS CITIEXPRESS LTD |                | S D      | 31                | 0        | 0         | 87                         | 0             | 6             | 3                | 3                | 0                 | 18                   | 0             | 0                    | 0                  |  |
|                          | BIRMINGHAM        | EASTERN AIRWAYS                 |                | S A      | 68                | 0        | 5         | 90                         | 1             | 3             | 3                | 3                | 0                 | 12                   | 0             | 0                    | 0                  |  |
|                          | BIRMINGHAM        | EASTERN AIRWAYS                 |                | S D      | 67                | 1        | 6         | 90                         | 4             | 0             | 3                | 1                | 1                 | 25                   | 0             | 0                    | 0                  |  |
|                          | NEWCASTLE         | EASTERN AIRWAYS                 |                | S A      | 22                | 0        | 1         | 91                         | 0             | 0             | 9                | 0                | 0                 | 10                   | 0             | 0                    | 0                  |  |
|                          | NEWCASTLE         | EASTERN AIRWAYS                 |                | S D      | 22                | 0        | 1         | 82                         | 5             | 5             | 9                | 0                | 0                 | 16                   | 0             | 0                    | 0                  |  |
|                          | BIRMINGHAM        | FLYBE.BRITISH EUROPEAN          |                | S A      | 26                | 0        | 1         | 81                         | 4             | 12            | 4                | 0                | 0                 | 9                    | 100           | 0                    | 2                  |  |
|                          | BIRMINGHAM        | FLYBE.BRITISH EUROPEAN          |                | S D      | 26                | 0        | 1         | 85                         | 4             | 8             | 4                | 0                | 0                 | 10                   | 100           | 5                    | 2                  |  |
|                          | LONDON CITY       | FLYBE.BRITISH EUROPEAN          |                | S A      | 26                | 0        | 1         | 96                         | 0             | 4             | 0                | 0                | 0                 | 4                    | 92            | 7                    | 37                 |  |
|                          | LONDON CITY       | FLYBE.BRITISH EUROPEAN          |                | S D      | 26                | 0        | 1         | 96                         | 0             | 0             | 4                | 0                | 0                 | 5                    | 92            | 6                    | 25                 |  |
| <b>TOTAL ISLE OF MAN</b> |                   |                                 |                |          | <b>780</b>        | <b>2</b> | <b>17</b> | <b>86</b>                  | <b>6</b>      | <b>3</b>      | <b>4</b>         | <b>1</b>         | <b>0</b>          | <b>11</b>            | <b>89</b>     | <b>6</b>             | <b>6</b>           |  |
| ISTANBUL                 |                   |                                 |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                          | HEATHROW          | BRITISH AIRWAYS PLC             |                | S A      | 62                | 0        | 0         | 81                         | 5             | 8             | 6                | 0                | 0                 | 12                   | 95            | 5                    | 62                 |  |
|                          | HEATHROW          | BRITISH AIRWAYS PLC             |                | S D      | 62                | 0        | 0         | 69                         | 15            | 11            | 5                | 0                | 0                 | 15                   | 76            | 12                   | 62                 |  |
|                          | STANSTED          | ONUR AIR                        |                | C A      | 8                 | 0        | 0         | 25                         | 25            | 50            | 0                | 0                | 0                 | 28                   | 0             | 0                    | 0                  |  |
|                          | STANSTED          | ONUR AIR                        |                | C D      | 8                 | 0        | 0         | 13                         | 0             | 63            | 25               | 0                | 0                 | 43                   | 0             | 0                    | 0                  |  |
|                          | HEATHROW          | THY TURK HAVA YOLLARI TURKISH   |                | S A      | 93                | 0        | 0         | 58                         | 18            | 16            | 8                | 0                | 0                 | 20                   | 67            | 12                   | 93                 |  |
|                          | HEATHROW          | THY TURK HAVA YOLLARI TURKISH   |                | S D      | 93                | 0        | 0         | 74                         | 13            | 9             | 4                | 0                | 0                 | 13                   | 89            | 6                    | 93                 |  |
|                          | MANCHESTER        | THY TURK HAVA YOLLARI TURKISH   |                | S A      | 22                | 0        | 0         | 41                         | 41            | 18            | 0                | 0                | 0                 | 20                   | 61            | 8                    | 18                 |  |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: I

| ORIGIN / DESTINATION                | REPORTING AIRPORT | AIRLINE                          | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         | MAR 2003                   |                     |                            |                          |
|-------------------------------------|-------------------|----------------------------------|-------------------|-------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|
|                                     |                   |                                  |                   |             | MATCHED           |          | UNMATCHED | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |
|                                     |                   |                                  |                   |             | Actual<br>(7)     | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |
| ISTANBUL                            | MANCHESTER        | THY TURK HAVA YOLLARI<br>TURKISH | S                 | D           | 22                | 0        | 0         | 18                         | 32               | 41               | 9                      | 0                      | 0                       | 33                         | 94                  | 5                          | 18                       |
| <b>TOTAL ISTANBUL</b>               |                   |                                  |                   |             | <b>370</b>        | <b>0</b> | <b>0</b>  | <b>63</b>                  | <b>16</b>        | <b>15</b>        | <b>6</b>               | <b>0</b>               | <b>0</b>                | <b>18</b>                  | <b>81</b>           | <b>9</b>                   | <b>9</b>                 |
| IZMIR (ADNAM MENDERES)              | HEATHROW          | KIBRIS TURKISH AIRLINES - KTHY   | S                 | A           | 9                 | 0        | 0         | 22                         | 22               | 33               | 22                     | 0                      | 0                       | 34                         | 45                  | 15                         | 11                       |
|                                     | HEATHROW          | KIBRIS TURKISH AIRLINES - KTHY   | S                 | D           | 9                 | 0        | 0         | 11                         | 11               | 22               | 56                     | 0                      | 0                       | 63                         | 9                   | 46                         | 11                       |
|                                     | STANSTED          | KIBRIS TURKISH AIRLINES - KTHY   | S                 | A           | 4                 | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 8                          | 100                 | 4                          | 3                        |
|                                     | STANSTED          | KIBRIS TURKISH AIRLINES - KTHY   | S                 | D           | 4                 | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 7                          | 67                  | 16                         | 3                        |
| <b>TOTAL IZMIR (ADNAM MENDERES)</b> |                   |                                  |                   |             | <b>26</b>         | <b>0</b> | <b>0</b>  | <b>42</b>                  | <b>12</b>        | <b>19</b>        | <b>27</b>              | <b>0</b>               | <b>0</b>                | <b>36</b>                  | <b>39</b>           | <b>26</b>                  | <b>26</b>                |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: J

| ORIGIN / DESTINATION | REPORTING AIRPORT | AIRLINE                         | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         | MAR 2003                   |                     |                            |                          |  |
|----------------------|-------------------|---------------------------------|-------------------|-------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|--|
|                      |                   |                                 |                   |             | MATCHED           |          | UNMATCHED | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |  |
|                      |                   |                                 |                   |             | Actual<br>(7)     | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
| JEDDAH               |                   |                                 |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                      | HEATHROW          | BRITISH AIRWAYS PLC             |                   | S A         | 18                | 0        | 0         | 83                         | 11               | 6                | 0                      | 0                      | 0                       | 7                          | 83                  | 10                         | 18                       |  |
|                      | HEATHROW          | BRITISH AIRWAYS PLC             |                   | S D         | 18                | 0        | 0         | 72                         | 17               | 0                | 11                     | 0                      | 0                       | 23                         | 65                  | 15                         | 17                       |  |
|                      | HEATHROW          | SAUDI ARABIAN AIRLINES          |                   | S A         | 22                | 0        | 0         | 82                         | 9                | 9                | 0                      | 0                      | 0                       | 6                          | 94                  | 5                          | 18                       |  |
|                      | HEATHROW          | SAUDI ARABIAN AIRLINES          |                   | S D         | 22                | 0        | 0         | 86                         | 14               | 0                | 0                      | 0                      | 0                       | 5                          | 88                  | 4                          | 17                       |  |
| <b>TOTAL JEDDAH</b>  |                   |                                 |                   |             | <b>80</b>         | <b>0</b> | <b>0</b>  | <b>81</b>                  | <b>13</b>        | <b>4</b>         | <b>3</b>               | <b>0</b>               | <b>0</b>                | <b>10</b>                  | <b>83</b>           | <b>9</b>                   | <b>9</b>                 |  |
| JERBA                |                   |                                 |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                      | GATWICK           | NOUVELAIR TUNISIE               |                   | C A         | 4                 | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 0                          | 0                   | 0                          | 0                        |  |
|                      | GATWICK           | NOUVELAIR TUNISIE               |                   | C D         | 4                 | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 5                          | 0                   | 0                          | 0                        |  |
| <b>TOTAL JERBA</b>   |                   |                                 |                   |             | <b>8</b>          | <b>0</b> | <b>0</b>  | <b>100</b>                 | <b>0</b>         | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>2</b>                   | <b>0</b>            | <b>0</b>                   | <b>0</b>                 |  |
| JEREZ                |                   |                                 |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                      | MANCHESTER        | BLUE LINE                       |                   | C A         | 2                 | 0        | 0         | 50                         | 50               | 0                | 0                      | 0                      | 0                       | 14                         | 0                   | 0                          | 0                        |  |
|                      | MANCHESTER        | BLUE LINE                       |                   | C D         | 2                 | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 0                          | 0                   | 0                          | 0                        |  |
|                      | BIRMINGHAM        | EXCEL AIRWAYS LTD               |                   | C A         | 2                 | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 0                          | 0                   | 0                          | 0                        |  |
|                      | STANSTED          | HAMBURG INTERNATIONAL           |                   | C A         | 2                 | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 0                          | 0                   | 0                          | 0                        |  |
|                      | STANSTED          | HAMBURG INTERNATIONAL           |                   | C D         | 2                 | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 1                          | 0                   | 0                          | 0                        |  |
|                      | STANSTED          | RYANAIR                         |                   | S A         | 39                | 0        | 0         | 97                         | 0                | 3                | 0                      | 0                      | 0                       | 1                          | 0                   | 0                          | 0                        |  |
|                      | STANSTED          | RYANAIR                         |                   | S D         | 39                | 0        | 0         | 79                         | 15               | 5                | 0                      | 0                      | 0                       | 12                         | 0                   | 0                          | 0                        |  |
| <b>TOTAL JEREZ</b>   |                   |                                 |                   |             | <b>99</b>         | <b>4</b> | <b>0</b>  | <b>85</b>                  | <b>8</b>         | <b>6</b>         | <b>0</b>               | <b>1</b>               | <b>0</b>                | <b>10</b>                  | <b>33</b>           | <b>28</b>                  | <b>28</b>                |  |
| JERSEY               |                   |                                 |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                      | MANCHESTER        | BMIBABY LTD                     |                   | S A         | 4                 | 0        | 0         | 25                         | 50               | 0                | 0                      | 25                     | 0                       | 63                         | 0                   | 0                          | 0                        |  |
|                      | MANCHESTER        | BMIBABY LTD                     |                   | S D         | 4                 | 0        | 0         | 50                         | 25               | 0                | 0                      | 25                     | 0                       | 51                         | 0                   | 0                          | 0                        |  |
|                      | EDINBURGH         | BRITISH AIRWAYS CITIEXPRESS LTD |                   | S A         | 20                | 0        | 0         | 90                         | 0                | 5                | 5                      | 0                      | 0                       | 7                          | 95                  | 2                          | 22                       |  |
|                      | EDINBURGH         | BRITISH AIRWAYS CITIEXPRESS LTD |                   | S D         | 16                | 0        | 0         | 50                         | 38               | 13               | 0                      | 0                      | 0                       | 16                         | 53                  | 18                         | 19                       |  |
|                      | MANCHESTER        | BRITISH AIRWAYS CITIEXPRESS LTD |                   | S A         | 32                | 0        | 0         | 84                         | 16               | 0                | 0                      | 0                      | 0                       | 5                          | 85                  | 5                          | 53                       |  |
|                      | MANCHESTER        | BRITISH AIRWAYS CITIEXPRESS LTD |                   | S D         | 32                | 0        | 0         | 84                         | 9                | 3                | 3                      | 0                      | 0                       | 7                          | 89                  | 5                          | 53                       |  |
|                      | GATWICK           | BRITISH AIRWAYS PLC             |                   | S A         | 154               | 0        | 0         | 90                         | 6                | 2                | 2                      | 0                      | 0                       | 6                          | 0                   | 0                          | 0                        |  |
|                      | GATWICK           | BRITISH AIRWAYS PLC             |                   | S D         | 154               | 0        | 0         | 87                         | 6                | 5                | 1                      | 1                      | 0                       | 8                          | 0                   | 0                          | 0                        |  |
|                      | BIRMINGHAM        | FLYBE.BRITISH EUROPEAN          |                   | S A         | 26                | 0        | 1         | 77                         | 8                | 4                | 12                     | 0                      | 0                       | 18                         | 63                  | 27                         | 40                       |  |
|                      | BIRMINGHAM        | FLYBE.BRITISH EUROPEAN          |                   | S D         | 30                | 0        | 0         | 73                         | 13               | 3                | 10                     | 0                      | 0                       | 15                         | 62                  | 30                         | 37                       |  |
|                      | GATWICK           | FLYBE.BRITISH EUROPEAN          |                   | S A         | 118               | 0        | 2         | 84                         | 8                | 3                | 4                      | 0                      | 0                       | 9                          | 80                  | 14                         | 113                      |  |



## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: J

| ORIGIN / DESTINATION      | REPORTING AIRPORT | AIRLINE                     | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          | PERCENTAGE OF FLIGHTS LATE |           |                        |                  |                  |                        | MAR 2003               |                         |                            |                     |                            |                          |
|---------------------------|-------------------|-----------------------------|-------------------|-------------|-------------------|----------|----------------------------|-----------|------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|
|                           |                   |                             |                   |             | MATCHED           |          | UNMATCHED                  |           | Early<br>to 15<br>mins | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |
|                           |                   |                             |                   |             | Actual<br>(7)     | Plan (8) |                            |           |                        |                  |                  |                        |                        |                         |                            |                     |                            |                          |
| JERSEY                    |                   |                             |                   |             |                   |          |                            |           |                        |                  |                  |                        |                        |                         |                            |                     |                            |                          |
|                           | GATWICK           | FLYBE.BRITISH EUROPEAN      |                   | S D         | 114               | 0        | 3                          | 85        | 5                      | 6                | 4                | 0                      | 0                      | 10                      | 80                         | 16                  | 109                        |                          |
|                           | LONDON CITY       | FLYBE.BRITISH EUROPEAN      |                   | S A         | 74                | 0        | 7                          | 93        | 3                      | 1                | 3                | 0                      | 0                      | 4                       | 91                         | 6                   | 67                         |                          |
|                           | LONDON CITY       | FLYBE.BRITISH EUROPEAN      |                   | S D         | 74                | 0        | 7                          | 91        | 3                      | 4                | 1                | 1                      | 0                      | 10                      | 81                         | 9                   | 67                         |                          |
| <b>TOTAL JERSEY</b>       |                   |                             |                   |             | <b>852</b>        | <b>4</b> | <b>34</b>                  | <b>86</b> | <b>7</b>               | <b>4</b>         | <b>3</b>         | <b>0</b>               | <b>0</b>               | <b>9</b>                | <b>79</b>                  | <b>12</b>           | <b>12</b>                  |                          |
| JOHANNESBURG              |                   |                             |                   |             |                   |          |                            |           |                        |                  |                  |                        |                        |                         |                            |                     |                            |                          |
|                           | HEATHROW          | BRITISH AIRWAYS PLC         |                   | S A         | 62                | 0        | 0                          | 92        | 2                      | 3                | 3                | 0                      | 0                      | 6                       | 89                         | 7                   | 62                         |                          |
|                           | HEATHROW          | BRITISH AIRWAYS PLC         |                   | S D         | 62                | 0        | 0                          | 61        | 21                     | 11               | 6                | 0                      | 0                      | 19                      | 69                         | 32                  | 62                         |                          |
|                           | GATWICK           | NATIONWIDE AIR              |                   | S A         | 13                | 0        | 0                          | 54        | 15                     | 8                | 23               | 0                      | 0                      | 26                      | 0                          | 0                   | 0                          |                          |
|                           | GATWICK           | NATIONWIDE AIR              |                   | S D         | 13                | 0        | 0                          | 92        | 8                      | 0                | 0                | 0                      | 0                      | 2                       | 0                          | 0                   | 0                          |                          |
|                           | HEATHROW          | SOUTH AFRICAN AIRWAYS       |                   | S A         | 62                | 0        | 0                          | 79        | 11                     | 6                | 2                | 0                      | 2                      | 15                      | 58                         | 29                  | 62                         |                          |
|                           | HEATHROW          | SOUTH AFRICAN AIRWAYS       |                   | S D         | 61                | 0        | 3                          | 64        | 23                     | 7                | 7                | 0                      | 0                      | 18                      | 87                         | 11                  | 62                         |                          |
|                           | HEATHROW          | VIRGIN ATLANTIC AIRWAYS LTD |                   | S A         | 31                | 0        | 0                          | 48        | 45                     | 6                | 0                | 0                      | 0                      | 16                      | 32                         | 25                  | 31                         |                          |
|                           | HEATHROW          | VIRGIN ATLANTIC AIRWAYS LTD |                   | S D         | 31                | 0        | 0                          | 68        | 26                     | 3                | 3                | 0                      | 0                      | 14                      | 87                         | 7                   | 31                         |                          |
| <b>TOTAL JOHANNESBURG</b> |                   |                             |                   |             | <b>335</b>        | <b>0</b> | <b>3</b>                   | <b>71</b> | <b>18</b>              | <b>6</b>         | <b>4</b>         | <b>0</b>               | <b>0</b>               | <b>15</b>               | <b>73</b>                  | <b>19</b>           | <b>19</b>                  |                          |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: K

| ORIGIN / DESTINATION               | REPORTING AIRPORT | AIRLINE                | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  |                   | MAR 2003             |               |                      |                    |  |
|------------------------------------|-------------------|------------------------|----------------|----------|-------------------|----------|-----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|--|
|                                    |                   |                        |                |          | MATCHED           |          | UNMATCHED | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |  |
|                                    |                   |                        |                |          | Actual (7)        | Plan (8) |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
| KARACHI                            |                   |                        |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                                    | BIRMINGHAM        | PAKISTAN INTL AIRLINES | S              | A        | 19                | 0        | 0         | 63                         | 16            | 5             | 11               | 0                | 5                 | 40                   | 75            | 38                   | 8                  |  |
|                                    | BIRMINGHAM        | PAKISTAN INTL AIRLINES | S              | D        | 20                | 0        | 0         | 60                         | 10            | 0             | 20               | 5                | 5                 | 87                   | 89            | 31                   | 9                  |  |
|                                    | HEATHROW          | PAKISTAN INTL AIRLINES | S              | A        | 13                | 0        | 0         | 46                         | 15            | 23            | 0                | 15               | 0                 | 49                   | 77            | 44                   | 13                 |  |
|                                    | HEATHROW          | PAKISTAN INTL AIRLINES | S              | D        | 13                | 0        | 0         | 54                         | 15            | 15            | 8                | 8                | 0                 | 43                   | 69            | 51                   | 13                 |  |
|                                    | MANCHESTER        | PAKISTAN INTL AIRLINES | S              | A        | 18                | 0        | 0         | 56                         | 11            | 33            | 0                | 0                | 0                 | 19                   | 56            | 15                   | 18                 |  |
|                                    | MANCHESTER        | PAKISTAN INTL AIRLINES | S              | D        | 19                | 0        | 0         | 68                         | 16            | 5             | 0                | 5                | 5                 | 89                   | 79            | 18                   | 19                 |  |
| <b>TOTAL KARACHI</b>               |                   |                        |                |          | <b>102</b>        | <b>0</b> | <b>0</b>  | <b>59</b>                  | <b>14</b>     | <b>13</b>     | <b>7</b>         | <b>5</b>         | <b>3</b>          | <b>56</b>            | <b>73</b>     | <b>30</b>            | <b>30</b>          |  |
| KARLSRUHE/BADEN BADEN              |                   |                        |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                                    | STANSTED          | RYANAIR                | S              | A        | 54                | 0        | 0         | 78                         | 11            | 9             | 2                | 0                | 0                 | 10                   | 0             | 0                    | 0                  |  |
|                                    | STANSTED          | RYANAIR                | S              | D        | 54                | 0        | 0         | 48                         | 33            | 15            | 4                | 0                | 0                 | 19                   | 0             | 0                    | 0                  |  |
| <b>TOTAL KARLSRUHE/BADEN BADEN</b> |                   |                        |                |          | <b>108</b>        | <b>0</b> | <b>0</b>  | <b>63</b>                  | <b>22</b>     | <b>12</b>     | <b>3</b>         | <b>0</b>         | <b>0</b>          | <b>15</b>            | <b>0</b>      | <b>0</b>             | <b>0</b>           |  |
| KARUP                              |                   |                        |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
| KATOWICE                           |                   |                        |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                                    | STANSTED          | AIR POLONIA            | S              | A        | 14                | 0        | 0         | 93                         | 0             | 0             | 0                | 7                | 0                 | 21                   | 0             | 0                    | 0                  |  |
|                                    | STANSTED          | AIR POLONIA            | S              | D        | 14                | 0        | 0         | 93                         | 7             | 0             | 0                | 0                | 0                 | 5                    | 0             | 0                    | 0                  |  |
| <b>TOTAL KATOWICE</b>              |                   |                        |                |          | <b>28</b>         | <b>0</b> | <b>0</b>  | <b>93</b>                  | <b>4</b>      | <b>0</b>      | <b>0</b>         | <b>4</b>         | <b>0</b>          | <b>13</b>            | <b>0</b>      | <b>0</b>             | <b>0</b>           |  |
| KEFLAVIK                           |                   |                        |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                                    | STANSTED          | ASTRAEUS LTD           | S              | A        | 30                | 0        | 1         | 80                         | 17            | 3             | 0                | 0                | 0                 | 8                    | 0             | 0                    | 0                  |  |
|                                    | STANSTED          | ASTRAEUS LTD           | S              | D        | 31                | 0        | 0         | 87                         | 6             | 3             | 3                | 0                | 0                 | 12                   | 0             | 0                    | 0                  |  |
|                                    | GLASGOW           | ICELANDAIR             | S              | A        | 17                | 0        | 0         | 71                         | 18            | 6             | 0                | 6                | 0                 | 19                   | 82            | 12                   | 17                 |  |
|                                    | GLASGOW           | ICELANDAIR             | S              | D        | 17                | 0        | 0         | 82                         | 0             | 12            | 6                | 0                | 0                 | 16                   | 76            | 9                    | 17                 |  |
|                                    | HEATHROW          | ICELANDAIR             | S              | A        | 54                | 0        | 0         | 80                         | 6             | 11            | 4                | 0                | 0                 | 12                   | 83            | 6                    | 48                 |  |
|                                    | HEATHROW          | ICELANDAIR             | S              | D        | 54                | 0        | 0         | 61                         | 19            | 13            | 7                | 0                | 0                 | 18                   | 92            | 7                    | 48                 |  |
| <b>TOTAL KEFLAVIK</b>              |                   |                        |                |          | <b>203</b>        | <b>3</b> | <b>1</b>  | <b>75</b>                  | <b>11</b>     | <b>9</b>      | <b>4</b>         | <b>0</b>         | <b>0</b>          | <b>14</b>            | <b>78</b>     | <b>11</b>            | <b>11</b>          |  |
| KERRY COUNTY                       |                   |                        |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                                    | STANSTED          | RYANAIR                | S              | A        | 31                | 0        | 2         | 100                        | 0             | 0             | 0                | 0                | 0                 | 1                    | 90            | 4                    | 30                 |  |
|                                    | STANSTED          | RYANAIR                | S              | D        | 31                | 0        | 0         | 100                        | 0             | 0             | 0                | 0                | 0                 | 2                    | 74            | 12                   | 31                 |  |
| <b>TOTAL KERRY COUNTY</b>          |                   |                        |                |          | <b>62</b>         | <b>0</b> | <b>2</b>  | <b>100</b>                 | <b>0</b>      | <b>0</b>      | <b>0</b>         | <b>0</b>         | <b>0</b>          | <b>1</b>             | <b>82</b>     | <b>8</b>             | <b>8</b>           |  |
| KHARTOUM                           |                   |                        |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
| <b>TOTAL KHARTOUM</b>              |                   |                        |                |          | <b>2</b>          | <b>0</b> | <b>4</b>  | <b>0</b>                   | <b>0</b>      | <b>100</b>    | <b>0</b>         | <b>0</b>         | <b>0</b>          | <b>51</b>            | <b>39</b>     | <b>99</b>            | <b>99</b>          |  |
| KIEV (BORISPOL)                    |                   |                        |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                                    | HEATHROW          | BRITISH AIRWAYS PLC    | S              | A        | 22                | 0        | 0         | 59                         | 23            | 9             | 9                | 0                | 0                 | 18                   | 61            | 14                   | 23                 |  |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: K

| ORIGIN / DESTINATION         | REPORTING AIRPORT | AIRLINE                        | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         | MAR 2003                   |                     |                            |                          |  |
|------------------------------|-------------------|--------------------------------|-------------------|-------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|--|
|                              |                   |                                |                   |             | MATCHED           |          | UNMATCHED | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |  |
|                              |                   |                                |                   |             | Actual<br>(7)     | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
| KIEV (BORISPOL)              |                   |                                |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                              | HEATHROW          | BRITISH AIRWAYS PLC            |                   | S D         | 22                | 0        | 0         | 77                         | 0                | 14               | 9                      | 0                      | 0                       | 17                         | 70                  | 11                         | 23                       |  |
|                              | GATWICK           | UKRAINE INTERNATIONAL AIRLINES |                   | S A         | 22                | 0        | 0         | 82                         | 14               | 5                | 0                      | 0                      | 0                       | 7                          | 78                  | 21                         | 23                       |  |
|                              | GATWICK           | UKRAINE INTERNATIONAL AIRLINES |                   | S D         | 22                | 0        | 0         | 86                         | 9                | 5                | 0                      | 0                      | 0                       | 6                          | 78                  | 15                         | 23                       |  |
| <b>TOTAL KIEV (BORISPOL)</b> |                   |                                |                   |             | <b>88</b>         | <b>0</b> | <b>0</b>  | <b>76</b>                  | <b>11</b>        | <b>8</b>         | <b>5</b>               | <b>0</b>               | <b>0</b>                | <b>12</b>                  | <b>72</b>           | <b>15</b>                  | <b>15</b>                |  |
| KINGSTON                     |                   |                                |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                              | HEATHROW          | AIR JAMAICA                    |                   | S A         | 35                | 0        | 0         | 40                         | 9                | 9                | 29                     | 14                     | 0                       | 66                         | 50                  | 26                         | 18                       |  |
|                              | HEATHROW          | AIR JAMAICA                    |                   | S D         | 36                | 0        | 0         | 28                         | 14               | 14               | 28                     | 14                     | 3                       | 85                         | 38                  | 45                         | 24                       |  |
|                              | MANCHESTER        | AIR JAMAICA                    |                   | S A         | 9                 | 0        | 0         | 67                         | 11               | 11               | 0                      | 11                     | 0                       | 30                         | 60                  | 18                         | 5                        |  |
|                              | MANCHESTER        | AIR JAMAICA                    |                   | S D         | 9                 | 0        | 0         | 56                         | 22               | 11               | 11                     | 0                      | 0                       | 32                         | 63                  | 38                         | 8                        |  |
|                              | GATWICK           | BRITISH AIRWAYS PLC            |                   | S A         | 13                | 0        | 0         | 69                         | 15               | 8                | 8                      | 0                      | 0                       | 17                         | 8                   | 34                         | 13                       |  |
|                              | GATWICK           | BRITISH AIRWAYS PLC            |                   | S D         | 14                | 0        | 0         | 57                         | 14               | 21               | 7                      | 0                      | 0                       | 22                         | 69                  | 8                          | 13                       |  |
| <b>TOTAL KINGSTON</b>        |                   |                                |                   |             | <b>116</b>        | <b>0</b> | <b>0</b>  | <b>45</b>                  | <b>13</b>        | <b>12</b>        | <b>20</b>              | <b>9</b>               | <b>1</b>                | <b>56</b>                  | <b>44</b>           | <b>31</b>                  | <b>31</b>                |  |
| KIRKWALL                     |                   |                                |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                              | EDINBURGH         | LOGANAIR                       |                   | S A         | 27                | 0        | 0         | 93                         | 7                | 0                | 0                      | 0                      | 0                       | 3                          | 93                  | 12                         | 27                       |  |
|                              | EDINBURGH         | LOGANAIR                       |                   | S D         | 58                | 0        | 0         | 78                         | 17               | 2                | 3                      | 0                      | 0                       | 11                         | 80                  | 13                         | 55                       |  |
| <b>TOTAL KIRKWALL</b>        |                   |                                |                   |             | <b>85</b>         | <b>0</b> | <b>0</b>  | <b>82</b>                  | <b>14</b>        | <b>1</b>         | <b>2</b>               | <b>0</b>               | <b>0</b>                | <b>8</b>                   | <b>84</b>           | <b>13</b>                  | <b>13</b>                |  |
| KITTILA                      |                   |                                |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                              | MANCHESTER        | AIR MALTA                      |                   | C A         | 3                 | 0        | 0         | 33                         | 33               | 33               | 0                      | 0                      | 0                       | 18                         | 0                   | 0                          | 0                        |  |
|                              | MANCHESTER        | AIR MALTA                      |                   | C D         | 3                 | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 4                          | 0                   | 0                          | 0                        |  |
|                              | GATWICK           | MONARCH AIRLINES               |                   | C A         | 4                 | 0        | 0         | 75                         | 0                | 0                | 25                     | 0                      | 0                       | 18                         | 20                  | 26                         | 5                        |  |
|                              | GATWICK           | MONARCH AIRLINES               |                   | C D         | 3                 | 0        | 0         | 67                         | 0                | 0                | 33                     | 0                      | 0                       | 33                         | 75                  | 8                          | 4                        |  |
| <b>TOTAL KITTILA</b>         |                   |                                |                   |             | <b>15</b>         | <b>0</b> | <b>0</b>  | <b>73</b>                  | <b>7</b>         | <b>7</b>         | <b>13</b>              | <b>0</b>               | <b>0</b>                | <b>16</b>                  | <b>52</b>           | <b>22</b>                  | <b>22</b>                |  |
| KLAGENFURT                   |                   |                                |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                              | STANSTED          | RYANAIR                        |                   | S A         | 31                | 0        | 0         | 97                         | 0                | 3                | 0                      | 0                      | 0                       | 1                          | 93                  | 3                          | 30                       |  |
|                              | STANSTED          | RYANAIR                        |                   | S D         | 31                | 0        | 0         | 74                         | 23               | 3                | 0                      | 0                      | 0                       | 9                          | 77                  | 8                          | 31                       |  |
| <b>TOTAL KLAGENFURT</b>      |                   |                                |                   |             | <b>62</b>         | <b>0</b> | <b>0</b>  | <b>85</b>                  | <b>11</b>        | <b>3</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>5</b>                   | <b>85</b>           | <b>6</b>                   | <b>6</b>                 |  |
| KRAKOW                       |                   |                                |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                              | GATWICK           | BRITISH AIRWAYS PLC            |                   | S A         | 10                | 0        | 0         | 70                         | 20               | 0                | 10                     | 0                      | 0                       | 15                         | 100                 | 0                          | 1                        |  |
|                              | GATWICK           | BRITISH AIRWAYS PLC            |                   | S D         | 10                | 0        | 0         | 90                         | 10               | 0                | 0                      | 0                      | 0                       | 4                          | 100                 | 0                          | 1                        |  |
|                              | GATWICK           | LOT-POLISH AIRLINES            |                   | S A         | 31                | 0        | 0         | 90                         | 6                | 3                | 0                      | 0                      | 0                       | 4                          | 77                  | 10                         | 31                       |  |
|                              | GATWICK           | LOT-POLISH AIRLINES            |                   | S D         | 31                | 0        | 0         | 84                         | 3                | 6                | 6                      | 0                      | 0                       | 12                         | 81                  | 10                         | 31                       |  |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: K

| ORIGIN / DESTINATION               | REPORTING AIRPORT | AIRLINE                       | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |           | PERCENTAGE OF FLIGHTS LATE |            |                        |                  |                  |                        | MAR 2003               |                         |                            |                     |                            |                          |
|------------------------------------|-------------------|-------------------------------|-------------------|-------------|-------------------|-----------|----------------------------|------------|------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|
|                                    |                   |                               |                   |             | MATCHED           |           | UNMATCHED                  |            | Early<br>to 15<br>mins | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |
|                                    |                   |                               |                   |             | Actual<br>(7)     | Plan (8)  |                            |            |                        |                  |                  |                        |                        |                         |                            |                     |                            |                          |
| KRAKOW                             |                   |                               |                   |             |                   |           |                            |            |                        |                  |                  |                        |                        |                         |                            |                     |                            |                          |
| <b>TOTAL KRAKOW</b>                |                   |                               |                   |             | <b>84</b>         | <b>0</b>  | <b>0</b>                   | <b>83</b>  | <b>8</b>               | <b>4</b>         | <b>5</b>         | <b>0</b>               | <b>0</b>               | <b>9</b>                | <b>81</b>                  | <b>9</b>            | <b>9</b>                   |                          |
| KRISTIANSAND (KJEVIK)              |                   |                               |                   |             |                   |           |                            |            |                        |                  |                  |                        |                        |                         |                            |                     |                            |                          |
| <b>TOTAL KRISTIANSAND (KJEVIK)</b> |                   |                               |                   |             | <b>2</b>          | <b>0</b>  | <b>0</b>                   | <b>100</b> | <b>0</b>               | <b>0</b>         | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>2</b>                | <b>0</b>                   | <b>0</b>            | <b>0</b>                   |                          |
| KUALA LUMPUR (SEPANG)              |                   |                               |                   |             |                   |           |                            |            |                        |                  |                  |                        |                        |                         |                            |                     |                            |                          |
|                                    | HEATHROW          | MALAYSIAN AIRLINES SYSTEM-MAS | S                 | A           | 63                | 17        | 17                         | 75         | 10                     | 14               | 2                | 0                      | 0                      | 11                      | 81                         | 13                  | 79                         |                          |
|                                    | HEATHROW          | MALAYSIAN AIRLINES SYSTEM-MAS | S                 | D           | 80                | 0         | 0                          | 86         | 11                     | 1                | 1                | 0                      | 0                      | 6                       | 79                         | 16                  | 80                         |                          |
|                                    | MANCHESTER        | MALAYSIAN AIRLINES SYSTEM-MAS | S                 | A           | 17                | 0         | 0                          | 94         | 0                      | 0                | 0                | 6                      | 0                      | 14                      | 69                         | 15                  | 13                         |                          |
|                                    | MANCHESTER        | MALAYSIAN AIRLINES SYSTEM-MAS | S                 | D           | 17                | 0         | 0                          | 76         | 18                     | 0                | 6                | 0                      | 0                      | 8                       | 85                         | 8                   | 13                         |                          |
| <b>TOTAL KUALA LUMPUR (SEPANG)</b> |                   |                               |                   |             | <b>177</b>        | <b>18</b> | <b>17</b>                  | <b>82</b>  | <b>10</b>              | <b>6</b>         | <b>2</b>         | <b>1</b>               | <b>0</b>               | <b>9</b>                | <b>79</b>                  | <b>14</b>           | <b>14</b>                  |                          |
| KUWAIT                             |                   |                               |                   |             |                   |           |                            |            |                        |                  |                  |                        |                        |                         |                            |                     |                            |                          |
|                                    | HEATHROW          | BRITISH AIRWAYS PLC           | S                 | A           | 30                | 1         | 0                          | 90         | 0                      | 7                | 3                | 0                      | 0                      | 7                       | 83                         | 8                   | 18                         |                          |
|                                    | HEATHROW          | BRITISH AIRWAYS PLC           | S                 | D           | 31                | 1         | 0                          | 74         | 13                     | 6                | 6                | 0                      | 0                      | 18                      | 59                         | 32                  | 17                         |                          |
|                                    | HEATHROW          | KUWAIT AIRWAYS                | S                 | A           | 30                | 1         | 1                          | 83         | 3                      | 7                | 3                | 3                      | 0                      | 13                      | 40                         | 59                  | 20                         |                          |
|                                    | HEATHROW          | KUWAIT AIRWAYS                | S                 | D           | 31                | 0         | 0                          | 35         | 35                     | 26               | 3                | 0                      | 0                      | 26                      | 40                         | 40                  | 20                         |                          |
| <b>TOTAL KUWAIT</b>                |                   |                               |                   |             | <b>122</b>        | <b>3</b>  | <b>1</b>                   | <b>70</b>  | <b>13</b>              | <b>11</b>        | <b>4</b>         | <b>1</b>               | <b>0</b>               | <b>16</b>               | <b>55</b>                  | <b>36</b>           | <b>36</b>                  |                          |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: L

| ORIGIN / DESTINATION     | REPORTING AIRPORT | AIRLINE                     | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  |                   | MAR 2003             |               |                      |                    |          |
|--------------------------|-------------------|-----------------------------|----------------|----------|-------------------|----------|-----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|----------|
|                          |                   |                             |                |          | MATCHED           |          | UNMATCHED | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |          |
|                          |                   |                             |                |          | Actual (7)        | Plan (8) |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |          |
| LA ROCHELLE              |                   |                             |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |          |
|                          | STANSTED          | RYANAIR                     |                | S A      | 31                | 0        | 0         | 100                        | 0             | 0             | 0                | 0                | 0                 | 1                    | 0             | 0                    | 0                  | 0        |
|                          | STANSTED          | RYANAIR                     |                | S D      | 31                | 0        | 0         | 90                         | 6             | 3             | 0                | 0                | 0                 | 5                    | 0             | 0                    | 0                  | 0        |
| <b>TOTAL LA ROCHELLE</b> |                   |                             |                |          | <b>62</b>         | <b>0</b> | <b>0</b>  | <b>95</b>                  | <b>3</b>      | <b>2</b>      | <b>0</b>         | <b>0</b>         | <b>0</b>          | <b>3</b>             | <b>64</b>     | <b>26</b>            | <b>26</b>          |          |
| LA ROMANA                |                   |                             |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |          |
|                          | GATWICK           | MY TRAVEL AIRWAYS UK        |                | C A      | 3                 | 1        | 0         | 67                         | 33            | 0             | 0                | 0                | 0                 | 10                   | 0             | 0                    | 0                  | 0        |
|                          | GATWICK           | MY TRAVEL AIRWAYS UK        |                | C D      | 4                 | 0        | 0         | 100                        | 0             | 0             | 0                | 0                | 0                 | 6                    | 0             | 0                    | 0                  | 0        |
|                          | MANCHESTER        | MY TRAVEL AIRWAYS UK        |                | C A      | 4                 | 0        | 0         | 50                         | 25            | 0             | 25               | 0                | 0                 | 20                   | 0             | 0                    | 0                  | 0        |
|                          | MANCHESTER        | MY TRAVEL AIRWAYS UK        |                | C D      | 4                 | 0        | 0         | 75                         | 25            | 0             | 0                | 0                | 0                 | 7                    | 0             | 0                    | 0                  | 0        |
| <b>TOTAL LA ROMANA</b>   |                   |                             |                |          | <b>15</b>         | <b>1</b> | <b>0</b>  | <b>73</b>                  | <b>20</b>     | <b>0</b>      | <b>7</b>         | <b>0</b>         | <b>0</b>          | <b>11</b>            | <b>100</b>    | <b>0</b>             | <b>0</b>           | <b>0</b> |
| LAGOS                    |                   |                             |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |          |
|                          | HEATHROW          | BRITISH AIRWAYS PLC         |                | S A      | 31                | 0        | 0         | 90                         | 3             | 3             | 3                | 0                | 0                 | 7                    | 90            | 17                   | 31                 |          |
|                          | HEATHROW          | BRITISH AIRWAYS PLC         |                | S D      | 31                | 0        | 0         | 29                         | 35            | 26            | 10               | 0                | 0                 | 30                   | 29            | 26                   | 31                 |          |
|                          | HEATHROW          | VIRGIN ATLANTIC AIRWAYS LTD |                | S A      | 30                | 1        | 1         | 47                         | 17            | 23            | 10               | 3                | 0                 | 31                   | 73            | 86                   | 26                 |          |
|                          | HEATHROW          | VIRGIN ATLANTIC AIRWAYS LTD |                | S D      | 30                | 1        | 1         | 63                         | 13            | 20            | 3                | 0                | 0                 | 17                   | 52            | 56                   | 27                 |          |
| <b>TOTAL LAGOS</b>       |                   |                             |                |          | <b>122</b>        | <b>3</b> | <b>2</b>  | <b>57</b>                  | <b>17</b>     | <b>18</b>     | <b>7</b>         | <b>1</b>         | <b>0</b>          | <b>21</b>            | <b>61</b>     | <b>44</b>            | <b>44</b>          |          |
| LAHORE                   |                   |                             |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |          |
|                          | HEATHROW          | PAKISTAN INTL AIRLINES      |                | S A      | 13                | 0        | 0         | 38                         | 31            | 23            | 8                | 0                | 0                 | 23                   | 31            | 49                   | 13                 |          |
|                          | HEATHROW          | PAKISTAN INTL AIRLINES      |                | S D      | 13                | 0        | 0         | 46                         | 54            | 0             | 0                | 0                | 0                 | 14                   | 69            | 21                   | 13                 |          |
|                          | MANCHESTER        | PAKISTAN INTL AIRLINES      |                | S A      | 5                 | 0        | 0         | 80                         | 0             | 20            | 0                | 0                | 0                 | 14                   | 40            | 41                   | 5                  |          |
|                          | MANCHESTER        | PAKISTAN INTL AIRLINES      |                | S D      | 5                 | 0        | 0         | 20                         | 0             | 40            | 40               | 0                | 0                 | 54                   | 50            | 29                   | 4                  |          |
| <b>TOTAL LAHORE</b>      |                   |                             |                |          | <b>36</b>         | <b>0</b> | <b>0</b>  | <b>44</b>                  | <b>31</b>     | <b>17</b>     | <b>8</b>         | <b>0</b>         | <b>0</b>          | <b>23</b>            | <b>49</b>     | <b>35</b>            | <b>35</b>          |          |
| LAMETIA-TERME            |                   |                             |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |          |
| LARNACA                  |                   |                             |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |          |
|                          | HEATHROW          | BRITISH AIRWAYS PLC         |                | S A      | 32                | 0        | 0         | 63                         | 25            | 3             | 9                | 0                | 0                 | 16                   | 71            | 11                   | 31                 |          |
|                          | HEATHROW          | BRITISH AIRWAYS PLC         |                | S D      | 32                | 0        | 0         | 66                         | 25            | 6             | 3                | 0                | 0                 | 17                   | 61            | 12                   | 31                 |          |
|                          | BIRMINGHAM        | CYPRUS AIRWAYS              |                | S A      | 4                 | 0        | 0         | 75                         | 0             | 25            | 0                | 0                | 0                 | 8                    | 100           | 0                    | 5                  |          |
|                          | BIRMINGHAM        | CYPRUS AIRWAYS              |                | S D      | 4                 | 0        | 0         | 25                         | 25            | 50            | 0                | 0                | 0                 | 29                   | 80            | 11                   | 5                  |          |
|                          | GATWICK           | CYPRUS AIRWAYS              |                | S A      | 4                 | 0        | 0         | 100                        | 0             | 0             | 0                | 0                | 0                 | 0                    | 50            | 11                   | 4                  |          |
|                          | GATWICK           | CYPRUS AIRWAYS              |                | S D      | 4                 | 0        | 0         | 100                        | 0             | 0             | 0                | 0                | 0                 | 3                    | 0             | 45                   | 4                  |          |
|                          | HEATHROW          | CYPRUS AIRWAYS              |                | S A      | 60                | 0        | 0         | 72                         | 12            | 8             | 7                | 2                | 0                 | 19                   | 72            | 14                   | 58                 |          |
|                          | HEATHROW          | CYPRUS AIRWAYS              |                | S D      | 60                | 0        | 0         | 53                         | 22            | 15            | 8                | 2                | 0                 | 25                   | 64            | 26                   | 58                 |          |
|                          | MANCHESTER        | CYPRUS AIRWAYS              |                | S A      | 12                | 0        | 0         | 100                        | 0             | 0             | 0                | 0                | 0                 | 2                    | 80            | 26                   | 10                 |          |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: L

| ORIGIN / DESTINATION | REPORTING AIRPORT | AIRLINE                  | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         | MAR 2003                   |                     |                            |                          |           |
|----------------------|-------------------|--------------------------|-------------------|-------------|-------------------|----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|-----------|
|                      |                   |                          |                   |             | Actual<br>(7)     | Plan (8) | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |           |
|                      |                   |                          |                   |             |                   |          |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          | MATCHED   |
| LARNACA              | MANCHESTER        | CYPRUS AIRWAYS           | S                 | D           | 12                | 0        | 0                          | 58               | 33               | 8                      | 0                      | 0                       | 0                          | 11                  | 50                         | 33                       | 10        |
|                      | STANSTED          | CYPRUS AIRWAYS           | S                 | A           | 13                | 1        | 1                          | 85               | 15               | 0                      | 0                      | 0                       | 0                          | 3                   | 75                         | 11                       | 8         |
|                      | STANSTED          | CYPRUS AIRWAYS           | S                 | D           | 13                | 0        | 1                          | 46               | 38               | 15                     | 0                      | 0                       | 0                          | 17                  | 63                         | 28                       | 8         |
|                      | GATWICK           | FIRST CHOICE AIRWAYS LTD | S                 | A           | 2                 | 0        | 0                          | 100              | 0                | 0                      | 0                      | 0                       | 0                          | 5                   | 75                         | 15                       | 4         |
|                      | MANCHESTER        | FIRST CHOICE AIRWAYS LTD | S                 | A           | 2                 | 0        | 0                          | 100              | 0                | 0                      | 0                      | 0                       | 0                          | 8                   | 0                          | 0                        | 0         |
|                      | MANCHESTER        | FIRST CHOICE AIRWAYS LTD | S                 | D           | 2                 | 0        | 0                          | 100              | 0                | 0                      | 0                      | 0                       | 0                          | 0                   | 0                          | 0                        | 0         |
|                      | LUTON             | HELIOS AIRWAYS LTD       | S                 | A           | 18                | 0        | 0                          | 83               | 11               | 6                      | 0                      | 0                       | 0                          | 7                   | 90                         | 4                        | 20        |
|                      | LUTON             | HELIOS AIRWAYS LTD       | S                 | D           | 19                | 0        | 0                          | 63               | 16               | 11                     | 11                     | 0                       | 0                          | 19                  | 76                         | 8                        | 21        |
|                      | STANSTED          | HELIOS AIRWAYS LTD       | S                 | A           | 4                 | 0        | 0                          | 100              | 0                | 0                      | 0                      | 0                       | 0                          | 0                   | 0                          | 0                        | 0         |
|                      | STANSTED          | HELIOS AIRWAYS LTD       | S                 | D           | 4                 | 0        | 0                          | 75               | 25               | 0                      | 0                      | 0                       | 0                          | 7                   | 0                          | 0                        | 0         |
|                      | GATWICK           | THOMAS COOK AIRLINES LTD | C                 | A           | 4                 | 0        | 0                          | 75               | 25               | 0                      | 0                      | 0                       | 0                          | 8                   | 100                        | 3                        | 4         |
|                      | GATWICK           | THOMAS COOK AIRLINES LTD | C                 | D           | 6                 | 0        | 0                          | 67               | 17               | 17                     | 0                      | 0                       | 0                          | 13                  | 75                         | 8                        | 4         |
|                      | MANCHESTER        | THOMAS COOK AIRLINES LTD | C                 | A           | 5                 | 0        | 0                          | 100              | 0                | 0                      | 0                      | 0                       | 0                          | 2                   | 100                        | 0                        | 4         |
|                      | MANCHESTER        | THOMAS COOK AIRLINES LTD | C                 | D           | 4                 | 2        | 0                          | 100              | 0                | 0                      | 0                      | 0                       | 0                          | 0                   | 100                        | 0                        | 4         |
| <b>TOTAL LARNACA</b> |                   |                          |                   |             | <b>326</b>        | <b>3</b> | <b>2</b>                   | <b>69</b>        | <b>17</b>        | <b>8</b>               | <b>5</b>               | <b>1</b>                | <b>0</b>                   | <b>15</b>           | <b>70</b>                  | <b>17</b>                | <b>17</b> |
| LAS PALMAS           | MANCHESTER        | AIR MALTA                | C                 | A           | 5                 | 0        | 0                          | 0                | 40               | 40                     | 20                     | 0                       | 0                          | 41                  | 0                          | 0                        | 0         |
|                      | MANCHESTER        | AIR MALTA                | C                 | D           | 5                 | 0        | 0                          | 80               | 20               | 0                      | 0                      | 0                       | 0                          | 7                   | 0                          | 0                        | 0         |
|                      | EDINBURGH         | BMI BRITISH MIDLAND      | C                 | A           | 5                 | 0        | 0                          | 80               | 20               | 0                      | 0                      | 0                       | 0                          | 8                   | 0                          | 0                        | 0         |
|                      | EDINBURGH         | BMI BRITISH MIDLAND      | C                 | D           | 4                 | 0        | 0                          | 75               | 25               | 0                      | 0                      | 0                       | 0                          | 10                  | 0                          | 0                        | 0         |
|                      | BIRMINGHAM        | BRITANNIA AIRWAYS        | C                 | A           | 9                 | 0        | 0                          | 67               | 22               | 11                     | 0                      | 0                       | 0                          | 11                  | 100                        | 0                        | 9         |
|                      | BIRMINGHAM        | BRITANNIA AIRWAYS        | C                 | D           | 9                 | 0        | 0                          | 89               | 11               | 0                      | 0                      | 0                       | 0                          | 6                   | 100                        | 1                        | 9         |
|                      | GATWICK           | BRITANNIA AIRWAYS        | C                 | A           | 13                | 0        | 0                          | 69               | 23               | 0                      | 8                      | 0                       | 0                          | 17                  | 79                         | 15                       | 14        |
|                      | GATWICK           | BRITANNIA AIRWAYS        | C                 | D           | 13                | 0        | 0                          | 85               | 0                | 8                      | 8                      | 0                       | 0                          | 16                  | 86                         | 6                        | 14        |
|                      | GLASGOW           | BRITANNIA AIRWAYS        | C                 | A           | 5                 | 0        | 0                          | 100              | 0                | 0                      | 0                      | 0                       | 0                          | 2                   | 100                        | 0                        | 4         |
|                      | GLASGOW           | BRITANNIA AIRWAYS        | C                 | D           | 5                 | 0        | 0                          | 100              | 0                | 0                      | 0                      | 0                       | 0                          | 2                   | 100                        | 0                        | 5         |
|                      | LUTON             | BRITANNIA AIRWAYS        | C                 | A           | 9                 | 0        | 0                          | 67               | 11               | 11                     | 11                     | 0                       | 0                          | 28                  | 100                        | 0                        | 4         |
|                      | LUTON             | BRITANNIA AIRWAYS        | C                 | D           | 9                 | 0        | 0                          | 78               | 11               | 0                      | 11                     | 0                       | 0                          | 19                  | 100                        | 0                        | 4         |
|                      | MANCHESTER        | BRITANNIA AIRWAYS        | C                 | A           | 13                | 0        | 0                          | 85               | 0                | 8                      | 8                      | 0                       | 0                          | 15                  | 78                         | 9                        | 9         |
|                      | MANCHESTER        | BRITANNIA AIRWAYS        | C                 | D           | 13                | 0        | 0                          | 85               | 8                | 0                      | 8                      | 0                       | 0                          | 10                  | 89                         | 8                        | 9         |
|                      | NEWCASTLE         | BRITANNIA AIRWAYS        | C                 | A           | 5                 | 0        | 0                          | 40               | 40               | 20                     | 0                      | 0                       | 0                          | 19                  | 80                         | 3                        | 5         |
|                      | NEWCASTLE         | BRITANNIA AIRWAYS        | C                 | D           | 5                 | 0        | 0                          | 60               | 40               | 0                      | 0                      | 0                       | 0                          | 15                  | 100                        | 0                        | 5         |
|                      | STANSTED          | BRITANNIA AIRWAYS        | C                 | A           | 5                 | 0        | 0                          | 80               | 0                | 20                     | 0                      | 0                       | 0                          | 9                   | 100                        | 3                        | 5         |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: L

| ORIGIN / DESTINATION | REPORTING AIRPORT | AIRLINE                  | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |          | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  |                   | MAR 2003             |               |                      |                    |         |
|----------------------|-------------------|--------------------------|----------------|----------|-------------------|----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|---------|
|                      |                   |                          |                |          | Actual (7)        | Plan (8) | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |         |
|                      |                   |                          |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    | MATCHED |
| LAS PALMAS           | STANSTED          | BRITANNIA AIRWAYS        | C              | D        | 5                 | 0        | 0                          | 80            | 20            | 0                | 0                | 0                 | 0                    | 5             | 100                  | 4                  | 5       |
|                      | GATWICK           | EXCEL AIRWAYS LTD        | C              | A        | 9                 | 0        | 0                          | 56            | 44            | 0                | 0                | 0                 | 0                    | 13            | 80                   | 108                | 10      |
|                      | GATWICK           | EXCEL AIRWAYS LTD        | C              | D        | 9                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 4             | 70                   | 8                  | 10      |
|                      | MANCHESTER        | EXCEL AIRWAYS LTD        | C              | A        | 4                 | 0        | 0                          | 0             | 25            | 50               | 25               | 0                 | 0                    | 40            | 0                    | 0                  | 0       |
|                      | MANCHESTER        | EXCEL AIRWAYS LTD        | C              | D        | 4                 | 0        | 0                          | 75            | 0             | 0                | 25               | 0                 | 0                    | 25            | 0                    | 0                  | 0       |
|                      | BIRMINGHAM        | FIRST CHOICE AIRWAYS LTD | C              | A        | 5                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 0             | 100                  | 0                  | 4       |
|                      | BIRMINGHAM        | FIRST CHOICE AIRWAYS LTD | C              | D        | 5                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 0             | 100                  | 0                  | 5       |
|                      | GATWICK           | FIRST CHOICE AIRWAYS LTD | C              | A        | 9                 | 0        | 0                          | 78            | 11            | 11               | 0                | 0                 | 0                    | 8             | 57                   | 84                 | 14      |
|                      | GATWICK           | FIRST CHOICE AIRWAYS LTD | C              | D        | 10                | 0        | 0                          | 80            | 10            | 10               | 0                | 0                 | 0                    | 8             | 57                   | 77                 | 14      |
|                      | GLASGOW           | FIRST CHOICE AIRWAYS LTD | C              | A        | 5                 | 0        | 0                          | 80            | 20            | 0                | 0                | 0                 | 0                    | 7             | 60                   | 17                 | 5       |
|                      | GLASGOW           | FIRST CHOICE AIRWAYS LTD | C              | D        | 5                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 9             | 100                  | 7                  | 5       |
|                      | MANCHESTER        | FIRST CHOICE AIRWAYS LTD | C              | A        | 9                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 1             | 50                   | 13                 | 10      |
|                      | MANCHESTER        | FIRST CHOICE AIRWAYS LTD | C              | D        | 9                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 0             | 50                   | 17                 | 10      |
|                      | STANSTED          | FIRST CHOICE AIRWAYS LTD | C              | A        | 5                 | 0        | 0                          | 80            | 20            | 0                | 0                | 0                 | 0                    | 7             | 100                  | 1                  | 5       |
|                      | STANSTED          | FIRST CHOICE AIRWAYS LTD | C              | D        | 5                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 2             | 100                  | 1                  | 5       |
|                      | GATWICK           | GB AIRWAYS LTD           | S              | A        | 17                | 0        | 1                          | 65            | 12            | 12               | 12               | 0                 | 0                    | 19            | 71                   | 11                 | 14      |
|                      | GATWICK           | GB AIRWAYS LTD           | S              | D        | 18                | 0        | 0                          | 61            | 22            | 6                | 11               | 0                 | 0                    | 21            | 71                   | 12                 | 14      |
|                      | MANCHESTER        | ICELANDAIR               | C              | A        | 5                 | 0        | 0                          | 20            | 80            | 0                | 0                | 0                 | 0                    | 18            | 0                    | 0                  | 0       |
|                      | MANCHESTER        | ICELANDAIR               | C              | D        | 5                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 3             | 0                    | 0                  | 0       |
|                      | GATWICK           | MONARCH AIRLINES         | C              | A        | 5                 | 0        | 0                          | 60            | 20            | 0                | 20               | 0                 | 0                    | 40            | 80                   | 8                  | 5       |
|                      | GATWICK           | MONARCH AIRLINES         | C              | D        | 5                 | 0        | 0                          | 80            | 20            | 0                | 0                | 0                 | 0                    | 6             | 80                   | 13                 | 5       |
|                      | LUTON             | MONARCH AIRLINES         | C              | A        | 5                 | 0        | 0                          | 0             | 60            | 20               | 0                | 20                | 0                    | 63            | 40                   | 20                 | 5       |
|                      | LUTON             | MONARCH AIRLINES         | C              | D        | 5                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 3             | 100                  | 5                  | 5       |
|                      | MANCHESTER        | MONARCH AIRLINES         | C              | A        | 5                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 3             | 100                  | 6                  | 5       |
|                      | MANCHESTER        | MONARCH AIRLINES         | C              | D        | 5                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 3             | 100                  | 0                  | 5       |
|                      | BIRMINGHAM        | MY TRAVEL AIRWAYS UK     | C              | A        | 4                 | 0        | 0                          | 25            | 25            | 0                | 25               | 0                 | 25                   | 340           | 100                  | 1                  | 4       |
|                      | BIRMINGHAM        | MY TRAVEL AIRWAYS UK     | C              | D        | 3                 | 0        | 0                          | 67            | 0             | 0                | 33               | 0                 | 0                    | 55            | 80                   | 22                 | 5       |
|                      | GATWICK           | MY TRAVEL AIRWAYS UK     | C              | A        | 9                 | 0        | 0                          | 67            | 22            | 11               | 0                | 0                 | 0                    | 8             | 79                   | 8                  | 14      |
|                      | GATWICK           | MY TRAVEL AIRWAYS UK     | C              | D        | 9                 | 0        | 0                          | 89            | 0             | 11               | 0                | 0                 | 0                    | 6             | 86                   | 4                  | 14      |
|                      | GLASGOW           | MY TRAVEL AIRWAYS UK     | C              | A        | 5                 | 0        | 0                          | 20            | 40            | 20               | 20               | 0                 | 0                    | 33            | 100                  | 5                  | 5       |
|                      | GLASGOW           | MY TRAVEL AIRWAYS UK     | C              | D        | 5                 | 0        | 0                          | 80            | 0             | 0                | 20               | 0                 | 0                    | 17            | 100                  | 1                  | 5       |
|                      | MANCHESTER        | MY TRAVEL AIRWAYS UK     | C              | A        | 8                 | 1        | 0                          | 75            | 13            | 0                | 13               | 0                 | 0                    | 15            | 84                   | 20                 | 19      |
|                      | MANCHESTER        | MY TRAVEL AIRWAYS UK     | C              | D        | 9                 | 1        | 0                          | 89            | 11            | 0                | 0                | 0                 | 0                    | 3             | 79                   | 25                 | 19      |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: L

| ORIGIN / DESTINATION        | REPORTING AIRPORT | AIRLINE                     | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          | PERCENTAGE OF FLIGHTS LATE |           |                        |                  |                  |                        | MAR 2003               |                         |                            |                     |                            |                          |  |
|-----------------------------|-------------------|-----------------------------|-------------------|-------------|-------------------|----------|----------------------------|-----------|------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|--|
|                             |                   |                             |                   |             | MATCHED           |          | UNMATCHED                  |           | Early<br>to 15<br>mins | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |  |
|                             |                   |                             |                   |             | Actual<br>(7)     | Plan (8) |                            |           |                        |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
| LAS PALMAS                  |                   |                             |                   |             |                   |          |                            |           |                        |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                             | NEWCASTLE         | MY TRAVEL AIRWAYS UK        | C                 | A           | 5                 | 0        | 0                          | 40        | 60                     | 0                | 0                | 0                      | 0                      | 15                      | 80                         | 14                  | 5                          |                          |  |
|                             | NEWCASTLE         | MY TRAVEL AIRWAYS UK        | C                 | D           | 5                 | 0        | 0                          | 80        | 20                     | 0                | 0                | 0                      | 0                      | 3                       | 80                         | 12                  | 5                          |                          |  |
|                             | STANSTED          | MY TRAVEL AIRWAYS UK        | C                 | A           | 3                 | 1        | 0                          | 67        | 0                      | 0                | 33               | 0                      | 0                      | 40                      | 100                        | 2                   | 5                          |                          |  |
|                             | STANSTED          | MY TRAVEL AIRWAYS UK        | C                 | D           | 4                 | 0        | 0                          | 75        | 0                      | 0                | 0                | 25                     | 0                      | 53                      | 100                        | 2                   | 5                          |                          |  |
|                             | BIRMINGHAM        | THOMAS COOK AIRLINES LTD    | C                 | A           | 5                 | 0        | 0                          | 100       | 0                      | 0                | 0                | 0                      | 0                      | 5                       | 100                        | 0                   | 5                          |                          |  |
|                             | BIRMINGHAM        | THOMAS COOK AIRLINES LTD    | C                 | D           | 5                 | 0        | 0                          | 100       | 0                      | 0                | 0                | 0                      | 0                      | 0                       | 100                        | 1                   | 5                          |                          |  |
|                             | GATWICK           | THOMAS COOK AIRLINES LTD    | C                 | A           | 5                 | 0        | 0                          | 40        | 40                     | 20               | 0                | 0                      | 0                      | 22                      | 80                         | 7                   | 15                         |                          |  |
|                             | GATWICK           | THOMAS COOK AIRLINES LTD    | C                 | D           | 5                 | 0        | 0                          | 80        | 0                      | 20               | 0                | 0                      | 0                      | 12                      | 93                         | 4                   | 15                         |                          |  |
|                             | GLASGOW           | THOMAS COOK AIRLINES LTD    | C                 | A           | 5                 | 0        | 0                          | 100       | 0                      | 0                | 0                | 0                      | 0                      | 3                       | 100                        | 0                   | 5                          |                          |  |
|                             | GLASGOW           | THOMAS COOK AIRLINES LTD    | C                 | D           | 5                 | 0        | 0                          | 100       | 0                      | 0                | 0                | 0                      | 0                      | 2                       | 100                        | 0                   | 5                          |                          |  |
|                             | MANCHESTER        | THOMAS COOK AIRLINES LTD    | C                 | A           | 9                 | 1        | 0                          | 89        | 0                      | 11               | 0                | 0                      | 0                      | 7                       | 100                        | 1                   | 19                         |                          |  |
|                             | MANCHESTER        | THOMAS COOK AIRLINES LTD    | C                 | D           | 10                | 0        | 0                          | 90        | 10                     | 0                | 0                | 0                      | 0                      | 2                       | 95                         | 1                   | 19                         |                          |  |
|                             | NEWCASTLE         | THOMAS COOK AIRLINES LTD    | C                 | A           | 5                 | 0        | 0                          | 80        | 0                      | 0                | 20               | 0                      | 0                      | 19                      | 100                        | 1                   | 5                          |                          |  |
|                             | NEWCASTLE         | THOMAS COOK AIRLINES LTD    | C                 | D           | 5                 | 0        | 0                          | 80        | 0                      | 0                | 20               | 0                      | 0                      | 19                      | 100                        | 0                   | 5                          |                          |  |
| <b>TOTAL LAS PALMAS</b>     |                   |                             |                   |             | <b>434</b>        | <b>4</b> | <b>1</b>                   | <b>76</b> | <b>13</b>              | <b>5</b>         | <b>5</b>         | <b>0</b>               | <b>0</b>               | <b>16</b>               | <b>84</b>                  | <b>14</b>           | <b>14</b>                  |                          |  |
| LAS VEGAS                   |                   |                             |                   |             |                   |          |                            |           |                        |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                             | GATWICK           | VIRGIN ATLANTIC AIRWAYS LTD | S                 | A           | 16                | 0        | 0                          | 63        | 25                     | 13               | 0                | 0                      | 0                      | 14                      | 78                         | 31                  | 9                          |                          |  |
|                             | GATWICK           | VIRGIN ATLANTIC AIRWAYS LTD | S                 | D           | 16                | 0        | 0                          | 44        | 38                     | 19               | 0                | 0                      | 0                      | 19                      | 78                         | 39                  | 9                          |                          |  |
| <b>TOTAL LAS VEGAS</b>      |                   |                             |                   |             | <b>33</b>         | <b>1</b> | <b>0</b>                   | <b>55</b> | <b>30</b>              | <b>15</b>        | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>16</b>               | <b>78</b>                  | <b>35</b>           | <b>35</b>                  |                          |  |
| LEEDS BRADFORD              |                   |                             |                   |             |                   |          |                            |           |                        |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                             | GLASGOW           | BMI BRITISH MIDLAND         | S                 | A           | 73                | 0        | 0                          | 89        | 10                     | 1                | 0                | 0                      | 0                      | 5                       | 0                          | 0                   | 0                          |                          |  |
|                             | GLASGOW           | BMI BRITISH MIDLAND         | S                 | D           | 72                | 0        | 1                          | 90        | 7                      | 3                | 0                | 0                      | 0                      | 5                       | 0                          | 0                   | 0                          |                          |  |
|                             | HEATHROW          | BMI BRITISH MIDLAND         | S                 | A           | 111               | 0        | 1                          | 68        | 18                     | 8                | 6                | 0                      | 0                      | 15                      | 93                         | 5                   | 109                        |                          |  |
|                             | HEATHROW          | BMI BRITISH MIDLAND         | S                 | D           | 112               | 0        | 0                          | 69        | 15                     | 10               | 6                | 0                      | 0                      | 15                      | 89                         | 7                   | 109                        |                          |  |
|                             | EDINBURGH         | BMI REGIONAL                | S                 | A           | 93                | 0        | 0                          | 95        | 2                      | 1                | 1                | 1                      | 0                      | 5                       | 85                         | 8                   | 88                         |                          |  |
|                             | EDINBURGH         | BMI REGIONAL                | S                 | D           | 93                | 0        | 0                          | 94        | 2                      | 2                | 2                | 0                      | 0                      | 6                       | 83                         | 10                  | 88                         |                          |  |
| <b>TOTAL LEEDS BRADFORD</b> |                   |                             |                   |             | <b>554</b>        | <b>0</b> | <b>2</b>                   | <b>82</b> | <b>10</b>              | <b>5</b>         | <b>3</b>         | <b>0</b>               | <b>0</b>               | <b>9</b>                | <b>87</b>                  | <b>8</b>            | <b>8</b>                   |                          |  |
| LEIPZIG                     |                   |                             |                   |             |                   |          |                            |           |                        |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                             | LONDON CITY       | CIRRUS LUFTFAHRT            | S                 | A           | 47                | 0        | 3                          | 89        | 6                      | 2                | 2                | 0                      | 0                      | 7                       | 100                        | 1                   | 2                          |                          |  |
|                             | LONDON CITY       | CIRRUS LUFTFAHRT            | S                 | D           | 47                | 0        | 3                          | 83        | 15                     | 0                | 2                | 0                      | 0                      | 8                       | 100                        | 0                   | 1                          |                          |  |
| <b>TOTAL LEIPZIG</b>        |                   |                             |                   |             | <b>94</b>         | <b>0</b> | <b>6</b>                   | <b>86</b> | <b>11</b>              | <b>1</b>         | <b>2</b>         | <b>0</b>               | <b>0</b>               | <b>7</b>                | <b>84</b>                  | <b>7</b>            | <b>7</b>                   |                          |  |
| LIBREVILLE                  |                   |                             |                   |             |                   |          |                            |           |                        |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |



## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: L

| ORIGIN / DESTINATION    | REPORTING AIRPORT | AIRLINE             | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  |                   | MAR 2003             |               |                      |                    |  |
|-------------------------|-------------------|---------------------|----------------|----------|-------------------|----------|-----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|--|
|                         |                   |                     |                |          | MATCHED           |          | UNMATCHED | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |  |
|                         |                   |                     |                |          | Actual (7)        | Plan (8) |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
| LIBREVILLE              |                   |                     |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                         | GATWICK           | AIR GABON           | S              | A        | 4                 | 0        | 1         | 0                          | 50            | 0             | 50               | 0                | 0                 | 76                   | 0             | 229                  | 4                  |  |
|                         | GATWICK           | AIR GABON           | S              | D        | 3                 | 1        | 1         | 0                          | 67            | 33            | 0                | 0                | 0                 | 24                   | 0             | 232                  | 4                  |  |
| <b>TOTAL LIBREVILLE</b> |                   |                     |                |          | <b>7</b>          | <b>1</b> | <b>2</b>  | <b>0</b>                   | <b>57</b>     | <b>14</b>     | <b>29</b>        | <b>0</b>         | <b>0</b>          | <b>54</b>            | <b>0</b>      | <b>230</b>           | <b>230</b>         |  |
| LILONGWE                |                   |                     |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                         | HEATHROW          | BRITISH AIRWAYS PLC | S              | A        | 4                 | 0        | 0         | 100                        | 0             | 0             | 0                | 0                | 0                 | 100                  | 6             | 5                    |                    |  |
|                         | HEATHROW          | BRITISH AIRWAYS PLC | S              | D        | 4                 | 0        | 0         | 100                        | 0             | 0             | 0                | 0                | 3                 | 80                   | 11            | 5                    |                    |  |
| <b>TOTAL LILONGWE</b>   |                   |                     |                |          | <b>8</b>          | <b>0</b> | <b>0</b>  | <b>100</b>                 | <b>0</b>      | <b>0</b>      | <b>0</b>         | <b>0</b>         | <b>1</b>          | <b>90</b>            | <b>9</b>      | <b>9</b>             |                    |  |
| LIMOGES                 |                   |                     |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                         | STANSTED          | RYANAIR             | S              | A        | 31                | 0        | 0         | 100                        | 0             | 0             | 0                | 0                | 0                 | 0                    | 0             | 0                    |                    |  |
|                         | STANSTED          | RYANAIR             | S              | D        | 31                | 0        | 0         | 97                         | 0             | 3             | 0                | 0                | 4                 | 0                    | 0             | 0                    |                    |  |
| <b>TOTAL LIMOGES</b>    |                   |                     |                |          | <b>62</b>         | <b>0</b> | <b>0</b>  | <b>98</b>                  | <b>0</b>      | <b>2</b>      | <b>0</b>         | <b>0</b>         | <b>2</b>          | <b>94</b>            | <b>4</b>      | <b>4</b>             |                    |  |
| LINZ                    |                   |                     |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                         | STANSTED          | RYANAIR             | S              | A        | 31                | 0        | 0         | 100                        | 0             | 0             | 0                | 0                | 0                 | 0                    | 0             | 0                    |                    |  |
|                         | STANSTED          | RYANAIR             | S              | D        | 31                | 0        | 0         | 97                         | 3             | 0             | 0                | 0                | 3                 | 0                    | 0             | 0                    |                    |  |
| <b>TOTAL LINZ</b>       |                   |                     |                |          | <b>62</b>         | <b>0</b> | <b>0</b>  | <b>98</b>                  | <b>2</b>      | <b>0</b>      | <b>0</b>         | <b>0</b>         | <b>1</b>          | <b>0</b>             | <b>0</b>      | <b>0</b>             |                    |  |
| LISBON                  |                   |                     |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                         | GATWICK           | AIR LUXOR           | S              | A        | 31                | 0        | 0         | 65                         | 32            | 3             | 0                | 0                | 13                | 0                    | 0             | 0                    |                    |  |
|                         | GATWICK           | AIR LUXOR           | S              | D        | 30                | 0        | 0         | 87                         | 13            | 0             | 0                | 0                | 5                 | 0                    | 0             | 0                    |                    |  |
|                         | GATWICK           | AIR PORTUGAL        | S              | A        | 51                | 0        | 0         | 61                         | 24            | 10            | 6                | 0                | 18                | 81                   | 10            | 74                   |                    |  |
|                         | GATWICK           | AIR PORTUGAL        | S              | D        | 65                | 0        | 0         | 77                         | 9             | 11            | 3                | 0                | 12                | 89                   | 7             | 74                   |                    |  |
|                         | HEATHROW          | AIR PORTUGAL        | S              | A        | 108               | 0        | 0         | 31                         | 30            | 29            | 9                | 2                | 33                | 58                   | 16            | 81                   |                    |  |
|                         | HEATHROW          | AIR PORTUGAL        | S              | D        | 93                | 0        | 0         | 60                         | 15            | 9             | 14               | 2                | 25                | 68                   | 13            | 81                   |                    |  |
|                         | HEATHROW          | BRITISH AIRWAYS PLC | S              | A        | 123               | 0        | 0         | 66                         | 16            | 15            | 3                | 0                | 15                | 77                   | 11            | 124                  |                    |  |
|                         | HEATHROW          | BRITISH AIRWAYS PLC | S              | D        | 123               | 0        | 0         | 72                         | 20            | 4             | 4                | 0                | 12                | 81                   | 10            | 124                  |                    |  |
|                         | MANCHESTER        | PORTUGALIA          | S              | A        | 28                | 0        | 0         | 79                         | 21            | 0             | 0                | 0                | 8                 | 87                   | 6             | 31                   |                    |  |
|                         | MANCHESTER        | PORTUGALIA          | S              | D        | 28                | 0        | 0         | 93                         | 7             | 0             | 0                | 0                | 4                 | 100                  | 1             | 31                   |                    |  |
| <b>TOTAL LISBON</b>     |                   |                     |                |          | <b>681</b>        | <b>0</b> | <b>0</b>  | <b>64</b>                  | <b>19</b>     | <b>11</b>     | <b>5</b>         | <b>1</b>         | <b>17</b>         | <b>78</b>            | <b>10</b>     | <b>10</b>            |                    |  |
| LIVERPOOL               |                   |                     |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                         | LONDON CITY       | VLM (BELGIUM)       | S              | A        | 121               | 1        | 5         | 89                         | 3             | 3             | 4                | 0                | 8                 | 0                    | 0             | 0                    |                    |  |
|                         | LONDON CITY       | VLM (BELGIUM)       | S              | D        | 123               | 1        | 3         | 84                         | 11            | 2             | 3                | 0                | 9                 | 0                    | 0             | 0                    |                    |  |
| <b>TOTAL LIVERPOOL</b>  |                   |                     |                |          | <b>244</b>        | <b>2</b> | <b>8</b>  | <b>86</b>                  | <b>7</b>      | <b>3</b>      | <b>4</b>         | <b>0</b>         | <b>8</b>          | <b>0</b>             | <b>37</b>     | <b>37</b>            |                    |  |
| LJUBLJANA               |                   |                     |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: L

| ORIGIN / DESTINATION                   | REPORTING AIRPORT | AIRLINE                         | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |           |           | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  |                   | MAR 2003             |               |                      |                    |  |
|--|-------------------|---------------------------------|----------------|----------|-------------------|-----------|-----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|--|
|  |                   |                                 |                |          | MATCHED           |           | UNMATCHED | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |  |
|  |                   |                                 |                |          | Actual (7)        | Plan (8)  |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
| LJUBLJANA                              |                   |                                 |                |          |                   |           |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|  | GATWICK           | ADRIA AIRWAYS                   | S              | A        | 24                | 0         | 0         | 96                         | 4             | 0             | 0                | 0                | 0                 | 5                    | 63            | 16                   | 27                 |  |
|  | GATWICK           | ADRIA AIRWAYS                   | S              | D        | 24                | 0         | 0         | 79                         | 13            | 0             | 8                | 0                | 0                 | 10                   | 74            | 10                   | 27                 |  |
| <b>TOTAL LJUBLJANA</b>                 |                   |                                 |                |          | <b>49</b>         | <b>0</b>  | <b>0</b>  | <b>88</b>                  | <b>8</b>      | <b>0</b>      | <b>4</b>         | <b>0</b>         | <b>0</b>          | <b>7</b>             | <b>69</b>     | <b>13</b>            | <b>13</b>          |  |
| LONDON CITY                            |                   |                                 |                |          |                   |           |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|  | EDINBURGH         | BRITISH AIRWAYS CITIEXPRESS LTD | S              | A        | 71                | 0         | 0         | 79                         | 4             | 8             | 8                | 0                | 0                 | 15                   | 0             | 0                    | 0                  |  |
|  | EDINBURGH         | BRITISH AIRWAYS CITIEXPRESS LTD | S              | D        | 72                | 0         | 0         | 72                         | 14            | 3             | 10               | 1                | 0                 | 22                   | 0             | 0                    | 0                  |  |
|  | EDINBURGH         | SCOT AIRWAYS                    | S              | A        | 218               | 3         | 7         | 83                         | 11            | 4             | 1                | 0                | 0                 | 9                    | 74            | 12                   | 225                |  |
|  | EDINBURGH         | SCOT AIRWAYS                    | S              | D        | 217               | 4         | 8         | 87                         | 7             | 4             | 2                | 0                | 0                 | 7                    | 84            | 8                    | 220                |  |
|  | MANCHESTER        | VLM (BELGIUM)                   | S              | A        | 207               | 2         | 4         | 87                         | 4             | 5             | 4                | 0                | 0                 | 8                    | 98            | 2                    | 114                |  |
|  | MANCHESTER        | VLM (BELGIUM)                   | S              | D        | 206               | 2         | 5         | 92                         | 2             | 3             | 3                | 0                | 0                 | 5                    | 98            | 1                    | 114                |  |
| <b>TOTAL LONDON CITY</b>               |                   |                                 |                |          | <b>991</b>        | <b>13</b> | <b>24</b> | <b>86</b>                  | <b>7</b>      | <b>4</b>      | <b>3</b>         | <b>0</b>         | <b>0</b>          | <b>9</b>             | <b>85</b>     | <b>7</b>             | <b>7</b>           |  |
| LOS ANGELES INTERNATIONAL              |                   |                                 |                |          |                   |           |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|  | HEATHROW          | AMERICAN AIRLINES               | S              | A        | 31                | 0         | 0         | 65                         | 19            | 10            | 3                | 3                | 0                 | 20                   | 81            | 8                    | 31                 |  |
|  | HEATHROW          | AMERICAN AIRLINES               | S              | D        | 31                | 0         | 0         | 55                         | 39            | 6             | 0                | 0                | 0                 | 15                   | 81            | 8                    | 31                 |  |
|  | HEATHROW          | BRITISH AIRWAYS PLC             | S              | A        | 62                | 0         | 0         | 81                         | 10            | 6             | 2                | 2                | 0                 | 10                   | 94            | 6                    | 62                 |  |
|  | HEATHROW          | BRITISH AIRWAYS PLC             | S              | D        | 62                | 0         | 0         | 48                         | 23            | 26            | 3                | 0                | 0                 | 21                   | 65            | 19                   | 62                 |  |
|  | HEATHROW          | UNITED AIRLINES                 | S              | A        | 31                | 0         | 0         | 87                         | 6             | 6             | 0                | 0                | 0                 | 6                    | 90            | 5                    | 31                 |  |
|  | HEATHROW          | UNITED AIRLINES                 | S              | D        | 31                | 0         | 0         | 77                         | 16            | 0             | 6                | 0                | 0                 | 14                   | 90            | 5                    | 31                 |  |
|  | HEATHROW          | VIRGIN ATLANTIC AIRWAYS LTD     | S              | A        | 34                | 0         | 1         | 56                         | 21            | 15            | 6                | 3                | 0                 | 26                   | 87            | 8                    | 60                 |  |
|  | HEATHROW          | VIRGIN ATLANTIC AIRWAYS LTD     | S              | D        | 35                | 0         | 0         | 23                         | 37            | 29            | 9                | 3                | 0                 | 37                   | 70            | 13                   | 60                 |  |
| <b>TOTAL LOS ANGELES INTERNATIONAL</b> |                   |                                 |                |          | <b>317</b>        | <b>1</b>  | <b>1</b>  | <b>62</b>                  | <b>21</b>     | <b>13</b>     | <b>3</b>         | <b>1</b>         | <b>0</b>          | <b>18</b>            | <b>81</b>     | <b>10</b>            | <b>10</b>          |  |
| LUANDA                                 |                   |                                 |                |          |                   |           |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|  | HEATHROW          | BRITISH AIRWAYS PLC             | S              | A        | 4                 | 0         | 0         | 75                         | 0             | 0             | 25               | 0                | 0                 | 28                   | 75            | 6                    | 4                  |  |
|  | HEATHROW          | BRITISH AIRWAYS PLC             | S              | D        | 4                 | 0         | 0         | 50                         | 25            | 25            | 0                | 0                | 0                 | 19                   | 50            | 20                   | 4                  |  |
| <b>TOTAL LUANDA</b>                    |                   |                                 |                |          | <b>8</b>          | <b>0</b>  | <b>0</b>  | <b>63</b>                  | <b>13</b>     | <b>13</b>     | <b>13</b>        | <b>0</b>         | <b>0</b>          | <b>23</b>            | <b>63</b>     | <b>13</b>            | <b>13</b>          |  |
| LUBECK                                 |                   |                                 |                |          |                   |           |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|  | STANSTED          | RYANAIR                         | S              | A        | 85                | 0         | 0         | 94                         | 4             | 2             | 0                | 0                | 0                 | 3                    | 97            | 4                    | 59                 |  |
|  | STANSTED          | RYANAIR                         | S              | D        | 85                | 0         | 0         | 85                         | 14            | 1             | 0                | 0                | 0                 | 7                    | 90            | 6                    | 61                 |  |
| <b>TOTAL LUBECK</b>                    |                   |                                 |                |          | <b>170</b>        | <b>0</b>  | <b>0</b>  | <b>89</b>                  | <b>9</b>      | <b>2</b>      | <b>0</b>         | <b>0</b>         | <b>0</b>          | <b>5</b>             | <b>93</b>     | <b>5</b>             | <b>5</b>           |  |
| LUSAKA                                 |                   |                                 |                |          |                   |           |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|  | HEATHROW          | BRITISH AIRWAYS PLC             | S              | A        | 13                | 0         | 0         | 77                         | 8             | 15            | 0                | 0                | 0                 | 9                    | 67            | 15                   | 9                  |  |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: L

| ORIGIN / DESTINATION    | REPORTING AIRPORT | AIRLINE                     | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |           |          | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  |                   | MAR 2003             |               |                      |                    |
|-------------------------|-------------------|-----------------------------|----------------|----------|-------------------|-----------|----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|
|                         |                   |                             |                |          | Actual (7)        | UNMATCHED |          | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |
|                         |                   |                             |                |          |                   | Plan (8)  |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |
| LUSAKA                  | HEATHROW          | BRITISH AIRWAYS PLC         | S              | D        | 14                | 0         | 0        | 71                         | 7             | 21            | 0                | 0                | 0                 | 12                   | 89            | 16                   | 9                  |
| <b>TOTAL LUSAKA</b>     |                   |                             |                |          | <b>27</b>         | <b>0</b>  | <b>0</b> | <b>74</b>                  | <b>7</b>      | <b>19</b>     | <b>0</b>         | <b>0</b>         | <b>0</b>          | <b>10</b>            | <b>78</b>     | <b>15</b>            | <b>15</b>          |
| LUTON                   | EDINBURGH         | EASYJET AIRLINE COMPANY LTD | S              | A        | 186               | 0         | 0        | 85                         | 6             | 6             | 2                | 1                | 0                 | 7                    | 88            | 6                    | 191                |
|                         | EDINBURGH         | EASYJET AIRLINE COMPANY LTD | S              | D        | 185               | 0         | 1        | 73                         | 15            | 9             | 3                | 1                | 0                 | 14                   | 85            | 9                    | 190                |
|                         | GLASGOW           | EASYJET AIRLINE COMPANY LTD | S              | A        | 190               | 0         | 0        | 88                         | 5             | 4             | 3                | 0                | 0                 | 7                    | 85            | 9                    | 182                |
|                         | GLASGOW           | EASYJET AIRLINE COMPANY LTD | S              | D        | 190               | 0         | 0        | 88                         | 5             | 3             | 4                | 1                | 0                 | 9                    | 83            | 12                   | 181                |
| <b>TOTAL LUTON</b>      |                   |                             |                |          | <b>751</b>        | <b>0</b>  | <b>1</b> | <b>84</b>                  | <b>8</b>      | <b>5</b>      | <b>3</b>         | <b>1</b>         | <b>0</b>          | <b>9</b>             | <b>85</b>     | <b>9</b>             | <b>9</b>           |
| LUXEMBOURG              | GATWICK           | BRITISH AIRWAYS PLC         | S              | A        | 50                | 0         | 0        | 84                         | 12            | 4             | 0                | 0                | 0                 | 5                    | 0             | 0                    | 0                  |
|                         | GATWICK           | BRITISH AIRWAYS PLC         | S              | D        | 50                | 0         | 0        | 84                         | 8             | 6             | 2                | 0                | 0                 | 8                    | 0             | 0                    | 0                  |
|                         | HEATHROW          | LUXAIR                      | S              | A        | 62                | 1         | 0        | 40                         | 39            | 16            | 5                | 0                | 0                 | 21                   | 85            | 9                    | 62                 |
|                         | HEATHROW          | LUXAIR                      | S              | D        | 62                | 0         | 0        | 71                         | 13            | 11            | 5                | 0                | 0                 | 13                   | 94            | 3                    | 62                 |
|                         | LONDON CITY       | LUXAIR                      | S              | A        | 76                | 0         | 1        | 89                         | 5             | 1             | 4                | 0                | 0                 | 7                    | 0             | 0                    | 0                  |
|                         | LONDON CITY       | LUXAIR                      | S              | D        | 76                | 0         | 1        | 84                         | 7             | 7             | 3                | 0                | 0                 | 9                    | 0             | 0                    | 0                  |
|                         | MANCHESTER        | LUXAIR                      | S              | A        | 31                | 0         | 0        | 87                         | 6             | 6             | 0                | 0                | 0                 | 6                    | 94            | 3                    | 31                 |
|                         | MANCHESTER        | LUXAIR                      | S              | D        | 31                | 0         | 0        | 94                         | 0             | 6             | 0                | 0                | 0                 | 3                    | 100           | 0                    | 31                 |
|                         | LONDON CITY       | VLM (BELGIUM)               | S              | A        | 74                | 1         | 2        | 77                         | 16            | 7             | 0                | 0                | 0                 | 11                   | 85            | 7                    | 71                 |
|                         | LONDON CITY       | VLM (BELGIUM)               | S              | D        | 75                | 1         | 1        | 76                         | 15            | 9             | 0                | 0                | 0                 | 11                   | 89            | 5                    | 70                 |
| <b>TOTAL LUXEMBOURG</b> |                   |                             |                |          | <b>587</b>        | <b>3</b>  | <b>5</b> | <b>78</b>                  | <b>13</b>     | <b>7</b>      | <b>2</b>         | <b>0</b>         | <b>0</b>          | <b>10</b>            | <b>92</b>     | <b>4</b>             | <b>4</b>           |
| LUXOR                   | GATWICK           | BRITANNIA AIRWAYS           | C              | A        | 4                 | 0         | 0        | 75                         | 25            | 0             | 0                | 0                | 0                 | 10                   | 75            | 4                    | 4                  |
|                         | GATWICK           | BRITANNIA AIRWAYS           | C              | D        | 5                 | 0         | 0        | 40                         | 20            | 40            | 0                | 0                | 0                 | 26                   | 100           | 0                    | 4                  |
|                         | MANCHESTER        | BRITANNIA AIRWAYS           | C              | A        | 5                 | 0         | 0        | 80                         | 20            | 0             | 0                | 0                | 0                 | 7                    | 75            | 8                    | 4                  |
|                         | MANCHESTER        | BRITANNIA AIRWAYS           | C              | D        | 5                 | 0         | 0        | 60                         | 20            | 20            | 0                | 0                | 0                 | 10                   | 100           | 0                    | 4                  |
|                         | HEATHROW          | EGYPT AIR                   | S              | A        | 5                 | 0         | 0        | 20                         | 40            | 40            | 0                | 0                | 0                 | 29                   | 0             | 35                   | 3                  |
|                         | HEATHROW          | EGYPT AIR                   | S              | D        | 5                 | 0         | 0        | 20                         | 20            | 60            | 0                | 0                | 0                 | 31                   | 33            | 19                   | 3                  |
|                         | GATWICK           | MONARCH AIRLINES            | C              | A        | 5                 | 0         | 0        | 80                         | 0             | 20            | 0                | 0                | 0                 | 11                   | 20            | 21                   | 5                  |
|                         | GATWICK           | MONARCH AIRLINES            | C              | D        | 5                 | 0         | 0        | 80                         | 20            | 0             | 0                | 0                | 0                 | 4                    | 80            | 12                   | 5                  |
| <b>TOTAL LUXOR</b>      |                   |                             |                |          | <b>39</b>         | <b>0</b>  | <b>0</b> | <b>56</b>                  | <b>21</b>     | <b>23</b>     | <b>0</b>         | <b>0</b>         | <b>0</b>          | <b>16</b>            | <b>75</b>     | <b>8</b>             | <b>8</b>           |
| LYON                    | GATWICK           | BRITANNIA AIRWAYS           | C              | A        | 9                 | 0         | 0        | 56                         | 11            | 22            | 0                | 11               | 0                 | 47                   | 47            | 42                   | 17                 |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: L

| ORIGIN / DESTINATION | REPORTING AIRPORT | AIRLINE                         | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |          | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  |                   | MAR 2003             |               |                      |                    |         |           |
|----------------------|-------------------|---------------------------------|----------------|----------|-------------------|----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|---------|-----------|
|                      |                   |                                 |                |          | Actual (7)        | Plan (8) | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |         |           |
|                      |                   |                                 |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    | MATCHED | UNMATCHED |
| LYON                 |                   |                                 |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |         |           |
|                      | GATWICK           | BRITANNIA AIRWAYS               |                | C D      | 10                | 0        | 0                          | 60            | 20            | 10               | 0                | 10                | 0                    | 42            | 59                   | 29                 | 17      |           |
|                      | GLASGOW           | BRITANNIA AIRWAYS               |                | C A      | 5                 | 0        | 0                          | 40            | 0             | 60               | 0                | 0                 | 0                    | 28            | 40                   | 39                 | 5       |           |
|                      | GLASGOW           | BRITANNIA AIRWAYS               |                | C D      | 5                 | 0        | 0                          | 80            | 20            | 0                | 0                | 0                 | 0                    | 11            | 80                   | 19                 | 5       |           |
|                      | MANCHESTER        | BRITANNIA AIRWAYS               |                | C A      | 4                 | 0        | 0                          | 25            | 50            | 25               | 0                | 0                 | 0                    | 20            | 67                   | 14                 | 3       |           |
|                      | MANCHESTER        | BRITANNIA AIRWAYS               |                | C D      | 4                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 3             | 67                   | 7                  | 3       |           |
|                      | MANCHESTER        | BRITISH AIRWAYS CITIEXPRESS LTD |                | S A      | 31                | 0        | 0                          | 84            | 10            | 6                | 0                | 0                 | 0                    | 6             | 92                   | 4                  | 36      |           |
|                      | MANCHESTER        | BRITISH AIRWAYS CITIEXPRESS LTD |                | C A      | 8                 | 0        | 0                          | 50            | 25            | 0                | 25               | 0                 | 0                    | 25            | 0                    | 0                  | 0       |           |
|                      | MANCHESTER        | BRITISH AIRWAYS CITIEXPRESS LTD |                | S D      | 31                | 0        | 0                          | 87            | 3             | 6                | 3                | 0                 | 0                    | 6             | 89                   | 5                  | 36      |           |
|                      | MANCHESTER        | BRITISH AIRWAYS CITIEXPRESS LTD |                | C D      | 6                 | 2        | 0                          | 67            | 0             | 33               | 0                | 0                 | 0                    | 16            | 0                    | 0                  | 0       |           |
|                      | GATWICK           | BRITISH AIRWAYS PLC             |                | C A      | 4                 | 0        | 0                          | 75            | 25            | 0                | 0                | 0                 | 0                    | 6             | 0                    | 0                  | 0       |           |
|                      | GATWICK           | BRITISH AIRWAYS PLC             |                | C D      | 4                 | 0        | 0                          | 25            | 75            | 0                | 0                | 0                 | 0                    | 21            | 0                    | 0                  | 0       |           |
|                      | HEATHROW          | BRITISH AIRWAYS PLC             |                | S A      | 93                | 0        | 0                          | 72            | 12            | 10               | 6                | 0                 | 0                    | 14            | 74                   | 11                 | 97      |           |
|                      | HEATHROW          | BRITISH AIRWAYS PLC             |                | S D      | 93                | 0        | 0                          | 69            | 19            | 8                | 4                | 0                 | 0                    | 13            | 74                   | 13                 | 97      |           |
|                      | STANSTED          | CHANNEL EXPRESS (AIR SVS)       |                | C A      | 6                 | 0        | 0                          | 67            | 17            | 17               | 0                | 0                 | 0                    | 9             | 0                    | 0                  | 0       |           |
|                      | STANSTED          | CHANNEL EXPRESS (AIR SVS)       |                | C D      | 6                 | 0        | 0                          | 83            | 17            | 0                | 0                | 0                 | 0                    | 5             | 0                    | 0                  | 0       |           |
|                      | BIRMINGHAM        | DUO AIRWAYS LTD                 |                | S A      | 57                | 0        | 1                          | 84            | 2             | 2                | 12               | 0                 | 0                    | 14            | 88                   | 6                  | 49      |           |
|                      | BIRMINGHAM        | DUO AIRWAYS LTD                 |                | S D      | 58                | 0        | 0                          | 79            | 5             | 3                | 12               | 0                 | 0                    | 18            | 90                   | 8                  | 49      |           |
|                      | STANSTED          | EASYJET AIRLINE COMPANY LTD     |                | S A      | 93                | 0        | 0                          | 68            | 17            | 9                | 6                | 0                 | 0                    | 14            | 74                   | 16                 | 76      |           |
|                      | STANSTED          | EASYJET AIRLINE COMPANY LTD     |                | S D      | 93                | 0        | 0                          | 58            | 23            | 14               | 5                | 0                 | 0                    | 18            | 39                   | 27                 | 76      |           |
|                      | STANSTED          | EUROPEAN AIR CHARTER            |                | C A      | 2                 | 0        | 0                          | 50            | 50            | 0                | 0                | 0                 | 0                    | 18            | 20                   | 24                 | 5       |           |
|                      | STANSTED          | EUROPEAN AIR CHARTER            |                | C D      | 2                 | 0        | 0                          | 0             | 0             | 100              | 0                | 0                 | 0                    | 33            | 40                   | 23                 | 5       |           |
|                      | HEATHROW          | FLYBE.BRITISH EUROPEAN          |                | S A      | 86                | 0        | 0                          | 83            | 6             | 7                | 5                | 0                 | 0                    | 10            | 93                   | 6                  | 67      |           |
|                      | HEATHROW          | FLYBE.BRITISH EUROPEAN          |                | S D      | 86                | 0        | 0                          | 78            | 9             | 9                | 3                | 0                 | 0                    | 11            | 90                   | 7                  | 67      |           |
|                      | GATWICK           | MONARCH AIRLINES                |                | C A      | 8                 | 0        | 0                          | 63            | 0             | 13               | 25               | 0                 | 0                    | 35            | 55                   | 43                 | 11      |           |
|                      | GATWICK           | MONARCH AIRLINES                |                | C D      | 8                 | 0        | 0                          | 50            | 25            | 13               | 0                | 13                | 0                    | 40            | 42                   | 41                 | 12      |           |
|                      | GATWICK           | MY TRAVEL AIRWAYS UK            |                | C A      | 4                 | 0        | 0                          | 75            | 0             | 25               | 0                | 0                 | 0                    | 15            | 0                    | 51                 | 5       |           |
|                      | GATWICK           | MY TRAVEL AIRWAYS UK            |                | C D      | 4                 | 0        | 0                          | 75            | 25            | 0                | 0                | 0                 | 0                    | 8             | 60                   | 20                 | 5       |           |
|                      | BIRMINGHAM        | THOMAS COOK AIRLINES LTD        |                | C A      | 4                 | 0        | 0                          | 50            | 25            | 25               | 0                | 0                 | 0                    | 19            | 100                  | 0                  | 5       |           |
|                      | BIRMINGHAM        | THOMAS COOK AIRLINES LTD        |                | C D      | 4                 | 0        | 0                          | 75            | 25            | 0                | 0                | 0                 | 0                    | 11            | 100                  | 0                  | 5       |           |
|                      | GATWICK           | THOMAS COOK AIRLINES LTD        |                | C A      | 16                | 0        | 0                          | 69            | 0             | 13               | 19               | 0                 | 0                    | 21            | 80                   | 18                 | 20      |           |
|                      | GATWICK           | THOMAS COOK AIRLINES LTD        |                | C D      | 16                | 0        | 0                          | 81            | 6             | 0                | 13               | 0                 | 0                    | 13            | 80                   | 19                 | 20      |           |

ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: L

| ORIGIN / DESTINATION | REPORTING AIRPORT | AIRLINE                  | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  |                   | MAR 2003             |               |                      |                    |
|----------------------|-------------------|--------------------------|----------------|----------|-------------------|----------|-----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|
|                      |                   |                          |                |          | MATCHED           |          | UNMATCHED | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |
|                      |                   |                          |                |          | Actual (7)        | Plan (8) |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |
| LYON                 | MANCHESTER        | THOMAS COOK AIRLINES LTD | C              | A        | 4                 | 0        | 0         | 75                         | 0             | 0             | 25               | 0                | 0                 | 32                   | 100           | 0                    | 5                  |
|                      | MANCHESTER        | THOMAS COOK AIRLINES LTD | C              | D        | 4                 | 0        | 0         | 100                        | 0             | 0             | 0                | 0                | 0                 | 3                    | 100           | 2                    | 5                  |
| <b>TOTAL LYON</b>    |                   |                          |                |          | <b>876</b>        | <b>2</b> | <b>1</b>  | <b>72</b>                  | <b>13</b>     | <b>9</b>      | <b>6</b>         | <b>1</b>         | <b>0</b>          | <b>15</b>            | <b>74</b>     | <b>16</b>            | <b>16</b>          |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: M

| ORIGIN / DESTINATION        | REPORTING AIRPORT | AIRLINE                         | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |          | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  |                   | MAR 2003             |               |                      |                    |          |  |
|-----------------------------|-------------------|---------------------------------|----------------|----------|-------------------|----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|----------|--|
|                             |                   |                                 |                |          | MATCHED           |          | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |          |  |
|                             |                   |                                 |                |          | Actual (7)        | Plan (8) |                            |               |               |                  |                  |                   |                      |               |                      |                    |          |  |
| MAASTRICHT                  |                   |                                 |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |          |  |
| MADRAS/CHENNAI              |                   |                                 |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |          |  |
|                             | HEATHROW          | BRITISH AIRWAYS PLC             | S              | A        | 8                 | 1        | 1                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 1             | 89                   | 5                  | 9        |  |
|                             | HEATHROW          | BRITISH AIRWAYS PLC             | S              | D        | 9                 | 0        | 0                          | 44            | 22            | 22               | 11               | 0                 | 0                    | 25            | 78                   | 7                  | 9        |  |
| <b>TOTAL MADRAS/CHENNAI</b> |                   |                                 |                |          | <b>17</b>         | <b>1</b> | <b>1</b>                   | <b>71</b>     | <b>12</b>     | <b>12</b>        | <b>6</b>         | <b>0</b>          | <b>0</b>             | <b>14</b>     | <b>83</b>            | <b>6</b>           | <b>6</b> |  |
| MADRID                      |                   |                                 |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |          |  |
|                             | GATWICK           | AEROLINEAS ARGENTINAS           | S              | A        | 13                | 0        | 0                          | 54            | 23            | 8                | 8                | 0                 | 8                    | 51            | 67                   | 6                  | 9        |  |
|                             | GATWICK           | AEROLINEAS ARGENTINAS           | S              | D        | 13                | 0        | 0                          | 23            | 46            | 23               | 8                | 0                 | 0                    | 27            | 89                   | 7                  | 9        |  |
|                             | GATWICK           | AIR EUROPA                      | S              | A        | 26                | 0        | 2                          | 81            | 4             | 8                | 8                | 0                 | 0                    | 13            | 86                   | 7                  | 56       |  |
|                             | GATWICK           | AIR EUROPA                      | S              | D        | 25                | 0        | 2                          | 64            | 20            | 4                | 12               | 0                 | 0                    | 17            | 89                   | 5                  | 56       |  |
|                             | MANCHESTER        | AIR NOSTRUM                     | S              | A        | 31                | 0        | 0                          | 42            | 42            | 13               | 3                | 0                 | 0                    | 20            | 0                    | 0                  | 0        |  |
|                             | MANCHESTER        | AIR NOSTRUM                     | S              | D        | 31                | 0        | 0                          | 81            | 10            | 10               | 0                | 0                 | 0                    | 7             | 0                    | 0                  | 0        |  |
|                             | HEATHROW          | BMI BRITISH MIDLAND             | S              | A        | 58                | 0        | 0                          | 55            | 22            | 19               | 3                | 0                 | 0                    | 21            | 98                   | 2                  | 62       |  |
|                             | HEATHROW          | BMI BRITISH MIDLAND             | S              | D        | 58                | 0        | 0                          | 60            | 22            | 12               | 5                | 0                 | 0                    | 18            | 94                   | 4                  | 62       |  |
|                             | BIRMINGHAM        | BRITISH AIRWAYS CITIEXPRESS LTD | S              | A        | 31                | 0        | 0                          | 97            | 0             | 0                | 3                | 0                 | 0                    | 6             | 0                    | 0                  | 0        |  |
|                             | BIRMINGHAM        | BRITISH AIRWAYS CITIEXPRESS LTD | S              | D        | 31                | 0        | 0                          | 74            | 16            | 6                | 3                | 0                 | 0                    | 11            | 0                    | 0                  | 0        |  |
|                             | EDINBURGH         | BRITISH AIRWAYS CITIEXPRESS LTD | S              | A        | 25                | 0        | 0                          | 96            | 4             | 0                | 0                | 0                 | 0                    | 2             | 0                    | 0                  | 0        |  |
|                             | EDINBURGH         | BRITISH AIRWAYS CITIEXPRESS LTD | S              | D        | 22                | 0        | 0                          | 86            | 9             | 0                | 5                | 0                 | 0                    | 7             | 96                   | 8                  | 23       |  |
|                             | GLASGOW           | BRITISH AIRWAYS CITIEXPRESS LTD | S              | A        | 22                | 0        | 0                          | 68            | 14            | 9                | 9                | 0                 | 0                    | 17            | 94                   | 3                  | 17       |  |
|                             | GLASGOW           | BRITISH AIRWAYS CITIEXPRESS LTD | S              | D        | 25                | 0        | 0                          | 96            | 0             | 0                | 4                | 0                 | 0                    | 6             | 0                    | 0                  | 0        |  |
|                             | MANCHESTER        | BRITISH AIRWAYS CITIEXPRESS LTD | S              | A        | 54                | 0        | 0                          | 81            | 15            | 2                | 2                | 0                 | 0                    | 8             | 0                    | 0                  | 0        |  |
|                             | MANCHESTER        | BRITISH AIRWAYS CITIEXPRESS LTD | S              | D        | 54                | 0        | 0                          | 89            | 2             | 6                | 4                | 0                 | 0                    | 8             | 0                    | 0                  | 0        |  |
|                             | GATWICK           | BRITISH AIRWAYS PLC             | S              | A        | 93                | 0        | 0                          | 88            | 5             | 4                | 2                | 0                 | 0                    | 9             | 85                   | 8                  | 112      |  |
|                             | GATWICK           | BRITISH AIRWAYS PLC             | S              | D        | 92                | 0        | 0                          | 84            | 11            | 3                | 2                | 0                 | 0                    | 8             | 81                   | 11                 | 113      |  |
|                             | HEATHROW          | BRITISH AIRWAYS PLC             | S              | A        | 154               | 0        | 0                          | 60            | 18            | 17               | 5                | 1                 | 0                    | 20            | 80                   | 8                  | 155      |  |
|                             | HEATHROW          | BRITISH AIRWAYS PLC             | S              | D        | 154               | 0        | 0                          | 71            | 16            | 11               | 2                | 0                 | 0                    | 12            | 84                   | 8                  | 155      |  |
|                             | GATWICK           | EASYJET AIRLINE COMPANY LTD     | S              | A        | 31                | 0        | 0                          | 87            | 3             | 3                | 6                | 0                 | 0                    | 9             | 52                   | 19                 | 31       |  |
|                             | GATWICK           | EASYJET AIRLINE COMPANY LTD     | S              | D        | 31                | 0        | 0                          | 97            | 3             | 0                | 0                | 0                 | 0                    | 4             | 84                   | 6                  | 31       |  |
|                             | LUTON             | EASYJET AIRLINE COMPANY LTD     | S              | A        | 62                | 0        | 0                          | 90            | 5             | 3                | 2                | 0                 | 0                    | 4             | 84                   | 13                 | 61       |  |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: M

| ORIGIN / DESTINATION | REPORTING AIRPORT | AIRLINE                     | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         | MAR 2003                   |                     |                            |                          |
|----------------------|-------------------|-----------------------------|-------------------|-------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|
|                      |                   |                             |                   |             | MATCHED           |          | UNMATCHED | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |
|                      |                   |                             |                   |             | Actual<br>(7)     | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |
| MADRID               | LUTON             | EASYJET AIRLINE COMPANY LTD | S                 | D           | 62                | 0        | 0         | 85                         | 10               | 2                | 3                      | 0                      | 0                       | 9                          | 77                  | 15                         | 62                       |
|                      | HEATHROW          | IBERIA                      | S                 | A           | 183               | 0        | 2         | 59                         | 22               | 15               | 4                      | 0                      | 0                       | 16                         | 72                  | 14                         | 185                      |
|                      | HEATHROW          | IBERIA                      | S                 | D           | 185               | 0        | 0         | 75                         | 17               | 6                | 2                      | 0                      | 0                       | 11                         | 83                  | 12                         | 186                      |
| <b>TOTAL MADRID</b>  |                   |                             |                   |             | <b>1567</b>       | <b>0</b> | <b>8</b>  | <b>74</b>                  | <b>15</b>        | <b>8</b>         | <b>3</b>               | <b>0</b>               | <b>0</b>                | <b>13</b>                  | <b>80</b>           | <b>10</b>                  | <b>10</b>                |
| MAHON                | GATWICK           | GB AIRWAYS LTD              | S                 | A           | 9                 | 0        | 0         | 78                         | 11               | 0                | 11                     | 0                      | 0                       | 13                         | 89                  | 16                         | 9                        |
|                      | GATWICK           | GB AIRWAYS LTD              | S                 | D           | 9                 | 0        | 0         | 89                         | 0                | 0                | 11                     | 0                      | 0                       | 15                         | 78                  | 14                         | 9                        |
|                      | LUTON             | MONARCH AIRLINES            | S                 | A           | 10                | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 100                        | 3                   | 10                         | 10                       |
|                      | LUTON             | MONARCH AIRLINES            | S                 | D           | 10                | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 3                          | 100                 | 3                          | 10                       |
| <b>TOTAL MAHON</b>   |                   |                             |                   |             | <b>38</b>         | <b>0</b> | <b>0</b>  | <b>92</b>                  | <b>3</b>         | <b>0</b>         | <b>5</b>               | <b>0</b>               | <b>0</b>                | <b>7</b>                   | <b>92</b>           | <b>8</b>                   | <b>8</b>                 |
| MALABO               | GATWICK           | ASTRAEUS LTD                | C                 | A           | 4                 | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 0                          | 0                   | 0                          | 0                        |
|                      | GATWICK           | ASTRAEUS LTD                | C                 | D           | 5                 | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 1                          | 0                   | 0                          | 0                        |
| <b>TOTAL MALABO</b>  |                   |                             |                   |             | <b>9</b>          | <b>0</b> | <b>0</b>  | <b>100</b>                 | <b>0</b>         | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>0</b>                   | <b>0</b>            | <b>123</b>                 | <b>123</b>               |
| MALAGA               | MANCHESTER        | AIR CORDIAL LTD             | C                 | A           | 4                 | 0        | 0         | 0                          | 25               | 50               | 25                     | 0                      | 0                       | 48                         | 0                   | 0                          | 0                        |
|                      | MANCHESTER        | AIR CORDIAL LTD             | C                 | D           | 4                 | 0        | 0         | 50                         | 50               | 0                | 0                      | 0                      | 0                       | 14                         | 0                   | 0                          | 0                        |
|                      | MANCHESTER        | AIR MALTA                   | C                 | A           | 4                 | 0        | 0         | 75                         | 0                | 25               | 0                      | 0                      | 0                       | 18                         | 0                   | 0                          | 0                        |
|                      | MANCHESTER        | AIR MALTA                   | C                 | D           | 4                 | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 2                          | 0                   | 0                          | 0                        |
|                      | EDINBURGH         | BMI BRITISH MIDLAND         | C                 | A           | 4                 | 0        | 0         | 75                         | 25               | 0                | 0                      | 0                      | 0                       | 13                         | 0                   | 0                          | 0                        |
|                      | EDINBURGH         | BMI BRITISH MIDLAND         | C                 | D           | 4                 | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 7                          | 0                   | 0                          | 0                        |
|                      | MANCHESTER        | BMI BRITISH MIDLAND         | S                 | A           | 11                | 1        | 0         | 27                         | 36               | 9                | 27                     | 0                      | 0                       | 40                         | 0                   | 0                          | 0                        |
|                      | MANCHESTER        | BMI BRITISH MIDLAND         | S                 | D           | 11                | 0        | 0         | 73                         | 0                | 18               | 9                      | 0                      | 0                       | 21                         | 0                   | 0                          | 0                        |
|                      | MANCHESTER        | BMIBABY LTD                 | S                 | A           | 20                | 0        | 0         | 15                         | 35               | 35               | 15                     | 0                      | 0                       | 38                         | 0                   | 0                          | 0                        |
|                      | MANCHESTER        | BMIBABY LTD                 | S                 | D           | 20                | 0        | 0         | 55                         | 20               | 20               | 5                      | 0                      | 0                       | 19                         | 0                   | 0                          | 0                        |
|                      | BIRMINGHAM        | BRITANNIA AIRWAYS           | C                 | A           | 8                 | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 2                          | 89                  | 5                          | 9                        |
|                      | BIRMINGHAM        | BRITANNIA AIRWAYS           | C                 | D           | 8                 | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 3                          | 100                 | 0                          | 9                        |
|                      | GATWICK           | BRITANNIA AIRWAYS           | C                 | A           | 13                | 0        | 0         | 92                         | 0                | 0                | 8                      | 0                      | 0                       | 14                         | 71                  | 15                         | 14                       |
|                      | GATWICK           | BRITANNIA AIRWAYS           | C                 | D           | 13                | 0        | 0         | 85                         | 15               | 0                | 0                      | 0                      | 0                       | 6                          | 71                  | 9                          | 14                       |
|                      | GLASGOW           | BRITANNIA AIRWAYS           | C                 | A           | 5                 | 0        | 0         | 80                         | 0                | 0                | 0                      | 20                     | 0                       | 42                         | 60                  | 12                         | 5                        |
|                      | GLASGOW           | BRITANNIA AIRWAYS           | C                 | D           | 4                 | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 1                          | 100                 | 0                          | 5                        |
|                      | LUTON             | BRITANNIA AIRWAYS           | C                 | A           | 4                 | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 0                          | 100                 | 5                          | 5                        |
|                      | LUTON             | BRITANNIA AIRWAYS           | C                 | D           | 4                 | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 0                          | 100                 | 3                          | 5                        |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: M

| ORIGIN / DESTINATION | REPORTING AIRPORT | AIRLINE                     | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |          | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  |                   | MAR 2003             |               |                      |                    |         |           |
|----------------------|-------------------|-----------------------------|----------------|----------|-------------------|----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|---------|-----------|
|                      |                   |                             |                |          | Actual (7)        | Plan (8) | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |         |           |
|                      |                   |                             |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    | MATCHED | UNMATCHED |
| MALAGA               |                   |                             |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |         |           |
|                      | MANCHESTER        | BRITANNIA AIRWAYS           | C              | A        | 13                | 0        | 0                          | 85            | 0             | 0                | 8                | 8                 | 0                    | 22            | 71                   | 12                 | 14      |           |
|                      | MANCHESTER        | BRITANNIA AIRWAYS           | C              | D        | 13                | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 2             | 93                   | 4                  | 14      |           |
|                      | NEWCASTLE         | BRITANNIA AIRWAYS           | C              | A        | 4                 | 0        | 0                          | 75            | 0             | 25               | 0                | 0                 | 0                    | 9             | 100                  | 6                  | 5       |           |
|                      | NEWCASTLE         | BRITANNIA AIRWAYS           | C              | D        | 4                 | 0        | 0                          | 75            | 25            | 0                | 0                | 0                 | 0                    | 6             | 100                  | 0                  | 5       |           |
|                      | STANSTED          | BRITANNIA AIRWAYS           | C              | A        | 4                 | 0        | 0                          | 75            | 0             | 25               | 0                | 0                 | 0                    | 8             | 80                   | 8                  | 5       |           |
|                      | STANSTED          | BRITANNIA AIRWAYS           | C              | D        | 4                 | 0        | 0                          | 75            | 0             | 25               | 0                | 0                 | 0                    | 19            | 80                   | 13                 | 5       |           |
|                      | EDINBURGH         | CHANNEL EXPRESS (AIR SVS)   | S              | A        | 8                 | 1        | 0                          | 88            | 0             | 13               | 0                | 0                 | 0                    | 7             | 0                    | 0                  | 0       |           |
|                      | EDINBURGH         | CHANNEL EXPRESS (AIR SVS)   | S              | D        | 8                 | 1        | 0                          | 50            | 38            | 13               | 0                | 0                 | 0                    | 15            | 0                    | 0                  | 0       |           |
|                      | GLASGOW           | CHANNEL EXPRESS (AIR SVS)   | S              | A        | 9                 | 0        | 0                          | 89            | 0             | 0                | 11               | 0                 | 0                    | 10            | 0                    | 0                  | 0       |           |
|                      | GLASGOW           | CHANNEL EXPRESS (AIR SVS)   | S              | D        | 9                 | 0        | 0                          | 78            | 22            | 0                | 0                | 0                 | 0                    | 10            | 0                    | 0                  | 0       |           |
|                      | GATWICK           | EASYJET AIRLINE COMPANY LTD | S              | A        | 63                | 0        | 0                          | 84            | 11            | 3                | 2                | 0                 | 0                    | 6             | 77                   | 14                 | 62      |           |
|                      | GATWICK           | EASYJET AIRLINE COMPANY LTD | S              | D        | 63                | 0        | 0                          | 89            | 8             | 3                | 0                | 0                 | 0                    | 5             | 73                   | 17                 | 62      |           |
|                      | LUTON             | EASYJET AIRLINE COMPANY LTD | S              | A        | 63                | 4        | 4                          | 83            | 3             | 8                | 6                | 0                 | 0                    | 13            | 78                   | 9                  | 64      |           |
|                      | LUTON             | EASYJET AIRLINE COMPANY LTD | S              | D        | 68                | 2        | 0                          | 72            | 21            | 3                | 4                | 0                 | 0                    | 14            | 76                   | 13                 | 63      |           |
|                      | NEWCASTLE         | EASYJET AIRLINE COMPANY LTD | S              | A        | 30                | 1        | 0                          | 50            | 30            | 10               | 3                | 7                 | 0                    | 33            | 0                    | 0                  | 0       |           |
|                      | NEWCASTLE         | EASYJET AIRLINE COMPANY LTD | S              | D        | 30                | 1        | 0                          | 67            | 13            | 13               | 0                | 7                 | 0                    | 28            | 0                    | 0                  | 0       |           |
|                      | STANSTED          | EASYJET AIRLINE COMPANY LTD | S              | A        | 70                | 0        | 0                          | 76            | 9             | 6                | 7                | 3                 | 0                    | 23            | 75                   | 13                 | 92      |           |
|                      | STANSTED          | EASYJET AIRLINE COMPANY LTD | S              | D        | 70                | 1        | 0                          | 74            | 11            | 7                | 6                | 1                 | 0                    | 14            | 51                   | 22                 | 93      |           |
|                      | GATWICK           | EXCEL AIRWAYS LTD           | C              | A        | 4                 | 0        | 0                          | 75            | 25            | 0                | 0                | 0                 | 0                    | 7             | 83                   | 22                 | 6       |           |
|                      | GATWICK           | EXCEL AIRWAYS LTD           | C              | D        | 4                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 3             | 100                  | 4                  | 6       |           |
|                      | BIRMINGHAM        | FIRST CHOICE AIRWAYS LTD    | C              | A        | 4                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 1             | 80                   | 7                  | 5       |           |
|                      | BIRMINGHAM        | FIRST CHOICE AIRWAYS LTD    | C              | D        | 4                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 0             | 100                  | 0                  | 5       |           |
|                      | GATWICK           | FIRST CHOICE AIRWAYS LTD    | C              | A        | 12                | 0        | 0                          | 75            | 17            | 8                | 0                | 0                 | 0                    | 8             | 68                   | 10                 | 19      |           |
|                      | GATWICK           | FIRST CHOICE AIRWAYS LTD    | C              | D        | 12                | 0        | 0                          | 92            | 0             | 8                | 0                | 0                 | 0                    | 5             | 95                   | 5                  | 19      |           |
|                      | GLASGOW           | FIRST CHOICE AIRWAYS LTD    | C              | A        | 4                 | 0        | 0                          | 75            | 0             | 25               | 0                | 0                 | 0                    | 11            | 80                   | 5                  | 5       |           |
|                      | GLASGOW           | FIRST CHOICE AIRWAYS LTD    | C              | D        | 4                 | 0        | 0                          | 75            | 25            | 0                | 0                | 0                 | 0                    | 8             | 80                   | 6                  | 5       |           |
|                      | MANCHESTER        | FIRST CHOICE AIRWAYS LTD    | C              | A        | 16                | 0        | 0                          | 81            | 13            | 0                | 6                | 0                 | 0                    | 14            | 26                   | 40                 | 19      |           |
|                      | MANCHESTER        | FIRST CHOICE AIRWAYS LTD    | C              | D        | 16                | 0        | 0                          | 81            | 13            | 0                | 6                | 0                 | 0                    | 13            | 79                   | 9                  | 19      |           |
|                      | GATWICK           | GB AIRWAYS LTD              | S              | A        | 50                | 1        | 0                          | 86            | 10            | 0                | 4                | 0                 | 0                    | 10            | 79                   | 12                 | 63      |           |
|                      | GATWICK           | GB AIRWAYS LTD              | S              | D        | 49                | 0        | 0                          | 76            | 16            | 2                | 6                | 0                 | 0                    | 14            | 81                   | 11                 | 62      |           |
|                      | HEATHROW          | GB AIRWAYS LTD              | S              | A        | 62                | 0        | 0                          | 60            | 18            | 13               | 10               | 0                 | 0                    | 19            | 71                   | 14                 | 62      |           |
|                      | HEATHROW          | GB AIRWAYS LTD              | S              | D        | 62                | 0        | 0                          | 81            | 11            | 2                | 6                | 0                 | 0                    | 13            | 81                   | 13                 | 62      |           |
|                      | EDINBURGH         | GREECE AIRWAYS              | S              | A        | 7                 | 1        | 0                          | 43            | 29            | 29               | 0                | 0                 | 0                    | 24            | 0                    | 0                  | 0       |           |



## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: M

| ORIGIN / DESTINATION | REPORTING AIRPORT | AIRLINE                  | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |           |           | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  | MAR 2003          |                      |               |                      |                    |
|----------------------|-------------------|--------------------------|----------------|----------|-------------------|-----------|-----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|
|                      |                   |                          |                |          | MATCHED           |           | UNMATCHED | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |
|                      |                   |                          |                |          | Actual (7)        | Plan (8)  |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |
| MALAGA               | EDINBURGH         | GREECE AIRWAYS           | S              | D        | 6                 | 2         | 0         | 67                         | 17            | 0             | 17               | 0                | 0                 | 20                   | 0             | 0                    | 0                  |
|                      | GLASGOW           | GREECE AIRWAYS           | S              | A        | 7                 | 1         | 0         | 29                         | 43            | 14            | 14               | 0                | 0                 | 28                   | 0             | 0                    | 0                  |
|                      | GLASGOW           | GREECE AIRWAYS           | S              | D        | 7                 | 1         | 0         | 57                         | 43            | 0             | 0                | 0                | 11                | 0                    | 0             | 0                    |                    |
|                      | HEATHROW          | IBERIA                   | S              | A        | 31                | 0         | 0         | 42                         | 23            | 35            | 0                | 0                | 24                | 61                   | 22            | 31                   |                    |
|                      | HEATHROW          | IBERIA                   | S              | D        | 31                | 0         | 0         | 68                         | 23            | 10            | 0                | 0                | 13                | 68                   | 21            | 31                   |                    |
|                      | GATWICK           | MONARCH AIRLINES         | S              | A        | 31                | 0         | 0         | 48                         | 32            | 0             | 13               | 6                | 41                | 0                    | 0             | 0                    |                    |
|                      | GATWICK           | MONARCH AIRLINES         | C              | A        | 4                 | 0         | 0         | 0                          | 25            | 25            | 50               | 0                | 50                | 30                   | 37            | 20                   |                    |
|                      | GATWICK           | MONARCH AIRLINES         | S              | D        | 31                | 0         | 0         | 84                         | 6             | 0             | 6                | 3                | 16                | 0                    | 0             | 0                    |                    |
|                      | GATWICK           | MONARCH AIRLINES         | C              | D        | 4                 | 0         | 0         | 25                         | 25            | 25            | 25               | 0                | 37                | 85                   | 7             | 20                   |                    |
|                      | LUTON             | MONARCH AIRLINES         | S              | A        | 35                | 0         | 0         | 60                         | 20            | 11            | 9                | 0                | 19                | 59                   | 12            | 34                   |                    |
|                      | LUTON             | MONARCH AIRLINES         | S              | D        | 35                | 0         | 0         | 86                         | 3             | 9             | 3                | 0                | 8                 | 94                   | 3             | 35                   |                    |
|                      | MANCHESTER        | MONARCH AIRLINES         | S              | A        | 62                | 0         | 0         | 74                         | 16            | 6             | 3                | 0                | 12                | 71                   | 23            | 31                   |                    |
|                      | MANCHESTER        | MONARCH AIRLINES         | S              | D        | 62                | 0         | 0         | 87                         | 8             | 3             | 2                | 0                | 7                 | 84                   | 16            | 31                   |                    |
|                      | BIRMINGHAM        | MY TRAVEL AIRWAYS UK     | S              | A        | 31                | 0         | 0         | 71                         | 10            | 10            | 6                | 0                | 32                | 65                   | 27            | 31                   |                    |
|                      | BIRMINGHAM        | MY TRAVEL AIRWAYS UK     | S              | D        | 31                | 0         | 0         | 65                         | 23            | 3             | 6                | 0                | 33                | 71                   | 25            | 31                   |                    |
|                      | GATWICK           | MY TRAVEL AIRWAYS UK     | C              | A        | 4                 | 0         | 0         | 100                        | 0             | 0             | 0                | 0                | 2                 | 56                   | 18            | 9                    |                    |
|                      | GATWICK           | MY TRAVEL AIRWAYS UK     | C              | D        | 4                 | 0         | 0         | 100                        | 0             | 0             | 0                | 0                | 2                 | 89                   | 6             | 9                    |                    |
|                      | GLASGOW           | MY TRAVEL AIRWAYS UK     | C              | A        | 4                 | 0         | 0         | 75                         | 0             | 25            | 0                | 0                | 13                | 78                   | 10            | 9                    |                    |
|                      | GLASGOW           | MY TRAVEL AIRWAYS UK     | C              | D        | 4                 | 0         | 0         | 75                         | 0             | 0             | 0                | 25               | 84                | 100                  | 3             | 9                    |                    |
|                      | MANCHESTER        | MY TRAVEL AIRWAYS UK     | C              | A        | 10                | 0         | 0         | 80                         | 0             | 10            | 0                | 10               | 29                | 38                   | 23            | 13                   |                    |
|                      | MANCHESTER        | MY TRAVEL AIRWAYS UK     | C              | D        | 11                | 0         | 0         | 91                         | 0             | 0             | 0                | 9                | 21                | 64                   | 17            | 14                   |                    |
|                      | NEWCASTLE         | MY TRAVEL AIRWAYS UK     | C              | A        | 4                 | 0         | 0         | 50                         | 50            | 0             | 0                | 0                | 18                | 75                   | 8             | 4                    |                    |
|                      | NEWCASTLE         | MY TRAVEL AIRWAYS UK     | C              | D        | 4                 | 0         | 0         | 100                        | 0             | 0             | 0                | 0                | 5                 | 100                  | 0             | 4                    |                    |
|                      | STANSTED          | MY TRAVEL AIRWAYS UK     | C              | A        | 4                 | 0         | 0         | 75                         | 0             | 25            | 0                | 0                | 13                | 80                   | 11            | 5                    |                    |
|                      | STANSTED          | MY TRAVEL AIRWAYS UK     | C              | D        | 4                 | 0         | 0         | 75                         | 25            | 0             | 0                | 0                | 7                 | 100                  | 8             | 5                    |                    |
|                      | GATWICK           | THOMAS COOK AIRLINES LTD | C              | A        | 8                 | 0         | 0         | 88                         | 0             | 0             | 0                | 13               | 39                | 60                   | 21            | 15                   |                    |
|                      | GATWICK           | THOMAS COOK AIRLINES LTD | C              | D        | 8                 | 0         | 0         | 75                         | 0             | 0             | 13               | 13               | 47                | 80                   | 16            | 15                   |                    |
|                      | GLASGOW           | THOMAS COOK AIRLINES LTD | C              | A        | 4                 | 0         | 0         | 75                         | 25            | 0             | 0                | 0                | 7                 | 60                   | 12            | 5                    |                    |
|                      | GLASGOW           | THOMAS COOK AIRLINES LTD | C              | D        | 5                 | 0         | 0         | 80                         | 20            | 0             | 0                | 0                | 10                | 83                   | 8             | 6                    |                    |
|                      | MANCHESTER        | THOMAS COOK AIRLINES LTD | C              | A        | 5                 | 0         | 0         | 60                         | 20            | 20            | 0                | 0                | 11                | 87                   | 8             | 15                   |                    |
|                      | MANCHESTER        | THOMAS COOK AIRLINES LTD | C              | D        | 6                 | 0         | 0         | 100                        | 0             | 0             | 0                | 0                | 6                 | 93                   | 2             | 15                   |                    |
| <b>TOTAL MALAGA</b>  |                   |                          |                |          | <b>1488</b>       | <b>20</b> | <b>4</b>  | <b>74</b>                  | <b>13</b>     | <b>7</b>      | <b>5</b>         | <b>1</b>         | <b>0</b>          | <b>16</b>            | <b>73</b>     | <b>14</b>            | <b>14</b>          |
| MALE INTERNATIONAL   |                   |                          |                |          |                   |           |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: M

| ORIGIN / DESTINATION            | REPORTING AIRPORT | AIRLINE                  | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |          | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  |                   | MAR 2003             |               |                      |                    |           |           |
|---------------------------------|-------------------|--------------------------|----------------|----------|-------------------|----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|-----------|-----------|
|                                 |                   |                          |                |          | Actual (7)        | Plan (8) | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |           |           |
|                                 |                   |                          |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    | MATCHED   | UNMATCHED |
| MALE INTERNATIONAL              |                   |                          |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |           |
|                                 | GATWICK           | BRITANNIA AIRWAYS        | C              | A        | 5                 | 0        | 0                          | 80            | 20            | 0                | 0                | 0                 | 0                    | 6             | 0                    | 0                  | 0         | 0         |
|                                 | GATWICK           | BRITANNIA AIRWAYS        | C              | D        | 4                 | 0        | 0                          | 50            | 50            | 0                | 0                | 0                 | 0                    | 13            | 0                    | 0                  | 0         | 0         |
|                                 | MANCHESTER        | BRITANNIA AIRWAYS        | C              | A        | 5                 | 0        | 0                          | 40            | 0             | 60               | 0                | 0                 | 0                    | 21            | 0                    | 0                  | 0         | 0         |
|                                 | MANCHESTER        | BRITANNIA AIRWAYS        | C              | D        | 4                 | 0        | 0                          | 50            | 25            | 25               | 0                | 0                 | 0                    | 15            | 0                    | 0                  | 0         | 0         |
|                                 | GATWICK           | FIRST CHOICE AIRWAYS LTD | C              | A        | 5                 | 0        | 0                          | 60            | 20            | 0                | 0                | 20                | 0                    | 44            | 20                   | 30                 | 5         | 5         |
|                                 | GATWICK           | FIRST CHOICE AIRWAYS LTD | C              | D        | 4                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 1             | 80                   | 6                  | 5         | 5         |
|                                 | GATWICK           | MONARCH AIRLINES         | C              | A        | 10                | 0        | 0                          | 50            | 10            | 20               | 20               | 0                 | 0                    | 26            | 40                   | 53                 | 5         | 5         |
|                                 | GATWICK           | MONARCH AIRLINES         | C              | D        | 5                 | 0        | 0                          | 40            | 20            | 20               | 20               | 0                 | 0                    | 41            | 60                   | 12                 | 5         | 5         |
|                                 | GATWICK           | MY TRAVEL AIRWAYS UK     | C              | A        | 5                 | 0        | 0                          | 60            | 0             | 20               | 0                | 0                 | 20                   | 246           | 20                   | 31                 | 5         | 5         |
|                                 | GATWICK           | MY TRAVEL AIRWAYS UK     | C              | D        | 3                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 1             | 80                   | 9                  | 5         | 5         |
|                                 | MANCHESTER        | MY TRAVEL AIRWAYS UK     | C              | A        | 5                 | 0        | 0                          | 80            | 20            | 0                | 0                | 0                 | 0                    | 6             | 0                    | 0                  | 0         | 0         |
|                                 | MANCHESTER        | MY TRAVEL AIRWAYS UK     | C              | D        | 4                 | 0        | 0                          | 75            | 0             | 0                | 0                | 0                 | 25                   | 359           | 0                    | 0                  | 0         | 0         |
|                                 | HEATHROW          | SRILANKAN AIRLINES       | S              | D        | 4                 | 0        | 0                          | 75            | 25            | 0                | 0                | 0                 | 0                    | 4             | 0                    | 0                  | 0         | 0         |
| <b>TOTAL MALE INTERNATIONAL</b> |                   |                          |                |          | <b>63</b>         | <b>0</b> | <b>0</b>                   | <b>63</b>     | <b>14</b>     | <b>13</b>        | <b>5</b>         | <b>2</b>          | <b>3</b>             | <b>58</b>     | <b>50</b>            | <b>24</b>          | <b>24</b> |           |
| MALMO                           |                   |                          |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |           |
|                                 | STANSTED          | RYANAIR                  | S              | A        | 54                | 0        | 0                          | 87            | 7             | 6                | 0                | 0                 | 0                    | 6             | 88                   | 6                  | 56        | 56        |
|                                 | STANSTED          | RYANAIR                  | S              | D        | 54                | 0        | 0                          | 65            | 19            | 17               | 0                | 0                 | 0                    | 14            | 68                   | 11                 | 56        | 56        |
| <b>TOTAL MALMO</b>              |                   |                          |                |          | <b>108</b>        | <b>0</b> | <b>0</b>                   | <b>76</b>     | <b>13</b>     | <b>11</b>        | <b>0</b>         | <b>0</b>          | <b>0</b>             | <b>10</b>     | <b>78</b>            | <b>8</b>           | <b>8</b>  |           |
| MALTA                           |                   |                          |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |           |
|                                 | BIRMINGHAM        | AIR MALTA                | S              | A        | 9                 | 0        | 0                          | 89            | 11            | 0                | 0                | 0                 | 0                    | 3             | 100                  | 2                  | 9         | 9         |
|                                 | BIRMINGHAM        | AIR MALTA                | S              | D        | 9                 | 0        | 0                          | 56            | 22            | 22               | 0                | 0                 | 0                    | 17            | 89                   | 4                  | 9         | 9         |
|                                 | GATWICK           | AIR MALTA                | S              | A        | 33                | 0        | 0                          | 88            | 9             | 0                | 3                | 0                 | 0                    | 5             | 88                   | 5                  | 33        | 33        |
|                                 | GATWICK           | AIR MALTA                | S              | D        | 33                | 0        | 0                          | 79            | 12            | 9                | 0                | 0                 | 0                    | 9             | 91                   | 7                  | 32        | 32        |
|                                 | GLASGOW           | AIR MALTA                | S              | A        | 4                 | 0        | 0                          | 75            | 25            | 0                | 0                | 0                 | 0                    | 7             | 100                  | 4                  | 4         | 4         |
|                                 | GLASGOW           | AIR MALTA                | C              | A        | 5                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 0             | 100                  | 0                  | 5         | 5         |
|                                 | GLASGOW           | AIR MALTA                | S              | D        | 4                 | 0        | 0                          | 50            | 25            | 25               | 0                | 0                 | 0                    | 16            | 50                   | 16                 | 4         | 4         |
|                                 | GLASGOW           | AIR MALTA                | C              | D        | 5                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 5             | 100                  | 0                  | 5         | 5         |
|                                 | HEATHROW          | AIR MALTA                | S              | A        | 62                | 0        | 0                          | 79            | 10            | 5                | 6                | 0                 | 0                    | 12            | 87                   | 6                  | 62        | 62        |
|                                 | HEATHROW          | AIR MALTA                | S              | D        | 62                | 0        | 0                          | 42            | 29            | 21               | 8                | 0                 | 0                    | 27            | 66                   | 14                 | 61        | 61        |
|                                 | MANCHESTER        | AIR MALTA                | S              | A        | 31                | 0        | 0                          | 94            | 6             | 0                | 0                | 0                 | 0                    | 4             | 89                   | 5                  | 27        | 27        |
|                                 | MANCHESTER        | AIR MALTA                | S              | D        | 31                | 0        | 0                          | 68            | 19            | 13               | 0                | 0                 | 0                    | 13            | 85                   | 7                  | 27        | 27        |
|                                 | NEWCASTLE         | AIR MALTA                | C              | A        | 5                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 4             | 0                    | 0                  | 0         | 0         |
|                                 | NEWCASTLE         | AIR MALTA                | C              | D        | 5                 | 0        | 0                          | 40            | 60            | 0                | 0                | 0                 | 0                    | 15            | 0                    | 0                  | 0         | 0         |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: M

| ORIGIN / DESTINATION | REPORTING AIRPORT | AIRLINE                         | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         | MAR 2003                   |                     |                            |                          |           |
|----------------------|-------------------|---------------------------------|-------------------|-------------|-------------------|----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|-----------|
|                      |                   |                                 |                   |             | Actual<br>(7)     | Plan (8) | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |           |
|                      |                   |                                 |                   |             |                   |          |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          | MATCHED   |
| MALTA                | STANSTED          | AIR MALTA                       | S                 | A           | 10                | 0        | 0                          | 80               | 10               | 0                      | 10                     | 0                       | 0                          | 9                   | 78                         | 9                        | 9         |
|                      | STANSTED          | AIR MALTA                       | S                 | D           | 9                 | 0        | 1                          | 44               | 44               | 0                      | 11                     | 0                       | 0                          | 19                  | 44                         | 20                       | 9         |
|                      | GATWICK           | ASTRAEUS LTD                    | S                 | A           | 8                 | 0        | 0                          | 88               | 13               | 0                      | 0                      | 0                       | 0                          | 8                   | 88                         | 11                       | 8         |
|                      | GATWICK           | ASTRAEUS LTD                    | S                 | D           | 8                 | 0        | 0                          | 100              | 0                | 0                      | 0                      | 0                       | 0                          | 4                   | 78                         | 11                       | 9         |
|                      | MANCHESTER        | ASTRAEUS LTD                    | S                 | A           | 4                 | 0        | 0                          | 100              | 0                | 0                      | 0                      | 0                       | 0                          | 0                   | 25                         | 29                       | 4         |
|                      | MANCHESTER        | ASTRAEUS LTD                    | S                 | D           | 4                 | 0        | 0                          | 100              | 0                | 0                      | 0                      | 0                       | 0                          | 0                   | 75                         | 11                       | 4         |
|                      | BIRMINGHAM        | BRITANNIA AIRWAYS               | C                 | A           | 5                 | 0        | 0                          | 80               | 20               | 0                      | 0                      | 0                       | 0                          | 7                   | 75                         | 8                        | 4         |
|                      | BIRMINGHAM        | BRITANNIA AIRWAYS               | C                 | D           | 5                 | 0        | 0                          | 100              | 0                | 0                      | 0                      | 0                       | 0                          | 0                   | 75                         | 8                        | 4         |
|                      | GATWICK           | BRITANNIA AIRWAYS               | C                 | A           | 5                 | 0        | 0                          | 100              | 0                | 0                      | 0                      | 0                       | 0                          | 2                   | 75                         | 20                       | 8         |
|                      | GATWICK           | BRITANNIA AIRWAYS               | C                 | D           | 5                 | 0        | 0                          | 80               | 20               | 0                      | 0                      | 0                       | 0                          | 6                   | 88                         | 14                       | 8         |
|                      | MANCHESTER        | BRITANNIA AIRWAYS               | C                 | A           | 5                 | 0        | 0                          | 80               | 0                | 0                      | 20                     | 0                       | 0                          | 16                  | 78                         | 14                       | 9         |
|                      | MANCHESTER        | BRITANNIA AIRWAYS               | C                 | D           | 5                 | 0        | 0                          | 100              | 0                | 0                      | 0                      | 0                       | 0                          | 3                   | 88                         | 2                        | 8         |
|                      | GATWICK           | FIRST CHOICE AIRWAYS LTD        | C                 | A           | 5                 | 0        | 0                          | 80               | 20               | 0                      | 0                      | 0                       | 0                          | 10                  | 25                         | 26                       | 4         |
|                      | GATWICK           | FIRST CHOICE AIRWAYS LTD        | C                 | D           | 5                 | 0        | 0                          | 80               | 20               | 0                      | 0                      | 0                       | 0                          | 10                  | 75                         | 13                       | 4         |
|                      | GATWICK           | GB AIRWAYS LTD                  | S                 | A           | 27                | 0        | 0                          | 78               | 19               | 0                      | 4                      | 0                       | 0                          | 14                  | 61                         | 24                       | 31        |
|                      | GATWICK           | GB AIRWAYS LTD                  | S                 | D           | 27                | 0        | 0                          | 85               | 11               | 0                      | 0                      | 4                       | 0                          | 14                  | 65                         | 15                       | 31        |
|                      | MANCHESTER        | MY TRAVEL AIRWAYS UK            | C                 | A           | 5                 | 0        | 0                          | 100              | 0                | 0                      | 0                      | 0                       | 0                          | 3                   | 100                        | 5                        | 4         |
|                      | MANCHESTER        | MY TRAVEL AIRWAYS UK            | C                 | D           | 5                 | 0        | 0                          | 80               | 20               | 0                      | 0                      | 0                       | 0                          | 3                   | 100                        | 2                        | 4         |
|                      | BIRMINGHAM        | THOMAS COOK AIRLINES LTD        | C                 | A           | 5                 | 0        | 0                          | 100              | 0                | 0                      | 0                      | 0                       | 0                          | 2                   | 100                        | 0                        | 4         |
|                      | BIRMINGHAM        | THOMAS COOK AIRLINES LTD        | C                 | D           | 5                 | 0        | 0                          | 100              | 0                | 0                      | 0                      | 0                       | 0                          | 1                   | 100                        | 0                        | 4         |
|                      | MANCHESTER        | THOMAS COOK AIRLINES LTD        | C                 | A           | 5                 | 0        | 0                          | 100              | 0                | 0                      | 0                      | 0                       | 0                          | 3                   | 100                        | 0                        | 3         |
|                      | MANCHESTER        | THOMAS COOK AIRLINES LTD        | C                 | D           | 5                 | 0        | 0                          | 80               | 20               | 0                      | 0                      | 0                       | 0                          | 7                   | 100                        | 0                        | 4         |
| <b>TOTAL MALTA</b>   |                   |                                 |                   |             | <b>465</b>        | <b>0</b> | <b>1</b>                   | <b>77</b>        | <b>14</b>        | <b>6</b>               | <b>3</b>               | <b>0</b>                | <b>0</b>                   | <b>11</b>           | <b>79</b>                  | <b>10</b>                | <b>10</b> |
| MANCHESTER           | GLASGOW           | BMI BRITISH MIDLAND             | S                 | A           | 122               | 0        | 1                          | 84               | 14               | 1                      | 1                      | 0                       | 0                          | 6                   | 0                          | 0                        | 0         |
|                      | GLASGOW           | BMI BRITISH MIDLAND             | S                 | D           | 122               | 0        | 1                          | 88               | 8                | 3                      | 1                      | 0                       | 0                          | 5                   | 0                          | 0                        | 0         |
|                      | HEATHROW          | BMI BRITISH MIDLAND             | S                 | A           | 233               | 0        | 2                          | 65               | 18               | 9                      | 7                      | 0                       | 0                          | 16                  | 86                         | 6                        | 234       |
|                      | HEATHROW          | BMI BRITISH MIDLAND             | S                 | D           | 234               | 0        | 2                          | 64               | 18               | 13                     | 5                      | 0                       | 0                          | 17                  | 83                         | 8                        | 234       |
|                      | EDINBURGH         | BMI REGIONAL                    | S                 | A           | 127               | 0        | 0                          | 94               | 6                | 0                      | 0                      | 0                       | 0                          | 3                   | 94                         | 6                        | 125       |
|                      | EDINBURGH         | BMI REGIONAL                    | S                 | D           | 126               | 0        | 0                          | 90               | 8                | 2                      | 0                      | 0                       | 0                          | 5                   | 92                         | 7                        | 125       |
|                      | GATWICK           | BRITANNIA AIRWAYS               | C                 | A           | 4                 | 0        | 0                          | 50               | 25               | 25                     | 0                      | 0                       | 0                          | 14                  | 0                          | 0                        | 0         |
|                      | EDINBURGH         | BRITISH AIRWAYS CITIEXPRESS LTD | S                 | A           | 161               | 0        | 0                          | 87               | 6                | 4                      | 3                      | 0                       | 0                          | 8                   | 75                         | 14                       | 52        |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: M

| ORIGIN / DESTINATION    | REPORTING AIRPORT | AIRLINE                         | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         | MAR 2003                   |                     |                            |                          |           |           |
|-------------------------|-------------------|---------------------------------|-------------------|-------------|-------------------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|-----------|-----------|
|                         |                   |                                 |                   |             | Actual<br>(7)     | Plan (8)  | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |           |           |
|                         |                   |                                 |                   |             |                   |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          | Matched   | Unmatched |
| MANCHESTER              |                   |                                 |                   |             |                   |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |           |           |
|                         | EDINBURGH         | BRITISH AIRWAYS CITIEXPRESS LTD | S                 | D           | 160               | 1         | 0                          | 86               | 6                | 6                      | 3                      | 0                       | 0                          | 9                   | 86                         | 9                        | 120       |           |
|                         | GLASGOW           | BRITISH AIRWAYS CITIEXPRESS LTD | S                 | A           | 105               | 0         | 0                          | 79               | 9                | 7                      | 6                      | 0                       | 0                          | 12                  | 79                         | 9                        | 76        |           |
|                         | GLASGOW           | BRITISH AIRWAYS CITIEXPRESS LTD | S                 | D           | 100               | 0         | 0                          | 79               | 13               | 6                      | 2                      | 0                       | 0                          | 9                   | 89                         | 7                        | 57        |           |
|                         | GATWICK           | BRITISH AIRWAYS PLC             | S                 | A           | 200               | 0         | 0                          | 89               | 7                | 3                      | 1                      | 0                       | 0                          | 6                   | 83                         | 9                        | 195       |           |
|                         | GATWICK           | BRITISH AIRWAYS PLC             | S                 | D           | 200               | 0         | 0                          | 90               | 8                | 3                      | 0                      | 0                       | 0                          | 5                   | 83                         | 10                       | 196       |           |
|                         | HEATHROW          | BRITISH AIRWAYS PLC             | S                 | A           | 308               | 0         | 0                          | 65               | 18               | 11                     | 6                      | 0                       | 0                          | 17                  | 81                         | 8                        | 298       |           |
|                         | HEATHROW          | BRITISH AIRWAYS PLC             | S                 | D           | 308               | 0         | 0                          | 74               | 15               | 7                      | 4                      | 0                       | 0                          | 12                  | 87                         | 7                        | 300       |           |
|                         | STANSTED          | EASTERN AIRWAYS                 | S                 | A           | 68                | 0         | 1                          | 96               | 3                | 0                      | 0                      | 1                       | 0                          | 4                   | 100                        | 1                        | 3         |           |
|                         | STANSTED          | EASTERN AIRWAYS                 | S                 | D           | 68                | 0         | 1                          | 93               | 0                | 6                      | 1                      | 0                       | 0                          | 7                   | 100                        | 7                        | 3         |           |
|                         | GATWICK           | FIRST CHOICE AIRWAYS LTD        | C                 | D           | 6                 | 0         | 0                          | 83               | 17               | 0                      | 0                      | 0                       | 0                          | 3                   | 0                          | 0                        | 0         |           |
|                         | GATWICK           | MY TRAVEL AIRWAYS UK            | C                 | A           | 8                 | 0         | 0                          | 63               | 25               | 0                      | 0                      | 0                       | 13                         | 154                 | 25                         | 118                      | 4         |           |
|                         | GATWICK           | MY TRAVEL AIRWAYS UK            | C                 | D           | 8                 | 0         | 0                          | 75               | 0                | 0                      | 13                     | 0                       | 13                         | 156                 | 0                          | 0                        | 0         |           |
|                         | LONDON CITY       | VLM (BELGIUM)                   | S                 | A           | 206               | 2         | 5                          | 88               | 4                | 4                      | 3                      | 0                       | 0                          | 8                   | 95                         | 4                        | 114       |           |
|                         | LONDON CITY       | VLM (BELGIUM)                   | S                 | D           | 206               | 2         | 5                          | 88               | 4                | 4                      | 3                      | 0                       | 0                          | 8                   | 93                         | 4                        | 114       |           |
| <b>TOTAL MANCHESTER</b> |                   |                                 |                   |             | <b>3084</b>       | <b>30</b> | <b>25</b>                  | <b>81</b>        | <b>10</b>        | <b>6</b>               | <b>3</b>               | <b>0</b>                | <b>0</b>                   | <b>11</b>           | <b>86</b>                  | <b>8</b>                 | <b>8</b>  |           |
| MARRAKESH               |                   |                                 |                   |             |                   |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |           |           |
|                         | GATWICK           | GB AIRWAYS LTD                  | S                 | A           | 14                | 0         | 0                          | 79               | 7                | 7                      | 7                      | 0                       | 0                          | 13                  | 86                         | 5                        | 14        |           |
|                         | GATWICK           | GB AIRWAYS LTD                  | S                 | D           | 13                | 0         | 0                          | 69               | 8                | 8                      | 15                     | 0                       | 0                          | 21                  | 78                         | 8                        | 9         |           |
|                         | HEATHROW          | GB AIRWAYS LTD                  | S                 | A           | 31                | 0         | 0                          | 84               | 10               | 3                      | 3                      | 0                       | 0                          | 7                   | 77                         | 8                        | 31        |           |
|                         | HEATHROW          | GB AIRWAYS LTD                  | S                 | D           | 31                | 0         | 0                          | 84               | 6                | 10                     | 0                      | 0                       | 0                          | 10                  | 71                         | 11                       | 31        |           |
|                         | GATWICK           | ROYAL AIR MAROC                 | S                 | A           | 12                | 0         | 0                          | 100              | 0                | 0                      | 0                      | 0                       | 0                          | 3                   | 40                         | 26                       | 5         |           |
|                         | GATWICK           | ROYAL AIR MAROC                 | S                 | D           | 12                | 0         | 0                          | 83               | 17               | 0                      | 0                      | 0                       | 0                          | 7                   | 80                         | 5                        | 5         |           |
| <b>TOTAL MARRAKESH</b>  |                   |                                 |                   |             | <b>115</b>        | <b>0</b>  | <b>0</b>                   | <b>83</b>        | <b>8</b>         | <b>5</b>               | <b>4</b>               | <b>0</b>                | <b>0</b>                   | <b>11</b>           | <b>77</b>                  | <b>9</b>                 | <b>9</b>  |           |
| MARSEILLE               |                   |                                 |                   |             |                   |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |           |           |
|                         | GATWICK           | BRITISH AIRWAYS PLC             | S                 | A           | 93                | 0         | 0                          | 91               | 6                | 0                      | 2                      | 0                       | 0                          | 4                   | 91                         | 5                        | 88        |           |
|                         | GATWICK           | BRITISH AIRWAYS PLC             | S                 | D           | 92                | 0         | 0                          | 91               | 3                | 3                      | 2                      | 0                       | 0                          | 6                   | 85                         | 8                        | 88        |           |
|                         | GATWICK           | EASYJET AIRLINE COMPANY LTD     | S                 | A           | 55                | 0         | 1                          | 89               | 7                | 2                      | 2                      | 0                       | 0                          | 5                   | 0                          | 0                        | 0         |           |
|                         | GATWICK           | EASYJET AIRLINE COMPANY LTD     | S                 | D           | 55                | 0         | 0                          | 96               | 4                | 0                      | 0                      | 0                       | 0                          | 2                   | 0                          | 0                        | 0         |           |
| <b>TOTAL MARSEILLE</b>  |                   |                                 |                   |             | <b>295</b>        | <b>2</b>  | <b>1</b>                   | <b>92</b>        | <b>5</b>         | <b>1</b>               | <b>2</b>               | <b>0</b>                | <b>0</b>                   | <b>4</b>            | <b>85</b>                  | <b>10</b>                | <b>10</b> |           |
| MAURITIUS               |                   |                                 |                   |             |                   |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |           |           |
|                         | HEATHROW          | AIR MAURITIUS LTD               | S                 | A           | 18                | 0         | 0                          | 0                | 17               | 56                     | 22                     | 0                       | 6                          | 72                  | 16                         | 44                       | 19        |           |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: M

| ORIGIN / DESTINATION             | REPORTING AIRPORT | AIRLINE                     | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  |                   | MAR 2003             |               |                      |                    |  |
|----------------------------------|-------------------|-----------------------------|----------------|----------|-------------------|----------|-----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|--|
|                                  |                   |                             |                |          | MATCHED           |          | UNMATCHED | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |  |
|                                  |                   |                             |                |          | Actual (7)        | Plan (8) |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
| MAURITIUS                        |                   |                             |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                                  | HEATHROW          | AIR MAURITIUS LTD           | S              | D        | 18                | 0        | 0         | 22                         | 22            | 39            | 11               | 6                | 0                 | 44                   | 32            | 30                   | 19                 |  |
|                                  | HEATHROW          | BRITISH AIRWAYS PLC         | S              | A        | 13                | 0        | 0         | 69                         | 15            | 15            | 0                | 0                | 0                 | 15                   | 43            | 27                   | 14                 |  |
|                                  | HEATHROW          | BRITISH AIRWAYS PLC         | S              | D        | 13                | 0        | 0         | 31                         | 38            | 23            | 8                | 0                | 0                 | 28                   | 42            | 25                   | 12                 |  |
| <b>TOTAL MAURITIUS</b>           |                   |                             |                |          | <b>62</b>         | <b>0</b> | <b>0</b>  | <b>27</b>                  | <b>23</b>     | <b>35</b>     | <b>11</b>        | <b>2</b>         | <b>2</b>          | <b>43</b>            | <b>31</b>     | <b>33</b>            | <b>33</b>          |  |
| MELBOURNE                        |                   |                             |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                                  | HEATHROW          | BRITISH AIRWAYS PLC         | S              | A        | 31                | 0        | 0         | 68                         | 29            | 3             | 0                | 0                | 0                 | 9                    | 64            | 11                   | 22                 |  |
|                                  | HEATHROW          | BRITISH AIRWAYS PLC         | S              | D        | 31                | 0        | 0         | 61                         | 23            | 10            | 6                | 0                | 0                 | 17                   | 61            | 14                   | 23                 |  |
|                                  | HEATHROW          | QANTAS                      | S              | A        | 29                | 0        | 0         | 79                         | 7             | 3             | 10               | 0                | 0                 | 17                   | 55            | 27                   | 31                 |  |
|                                  | HEATHROW          | QANTAS                      | S              | D        | 20                | 1        | 0         | 55                         | 20            | 25            | 0                | 0                | 0                 | 17                   | 64            | 15                   | 36                 |  |
| <b>TOTAL MELBOURNE</b>           |                   |                             |                |          | <b>111</b>        | <b>1</b> | <b>0</b>  | <b>67</b>                  | <b>20</b>     | <b>9</b>      | <b>5</b>         | <b>0</b>         | <b>0</b>          | <b>15</b>            | <b>61</b>     | <b>18</b>            | <b>18</b>          |  |
| MEXICO CITY                      |                   |                             |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                                  | HEATHROW          | BRITISH AIRWAYS PLC         | S              | A        | 13                | 0        | 0         | 69                         | 8             | 15            | 8                | 0                | 0                 | 16                   | 46            | 111                  | 13                 |  |
|                                  | HEATHROW          | BRITISH AIRWAYS PLC         | S              | D        | 14                | 0        | 0         | 36                         | 7             | 36            | 21               | 0                | 0                 | 35                   | 46            | 17                   | 13                 |  |
| <b>TOTAL MEXICO CITY</b>         |                   |                             |                |          | <b>27</b>         | <b>0</b> | <b>0</b>  | <b>52</b>                  | <b>7</b>      | <b>26</b>     | <b>15</b>        | <b>0</b>         | <b>0</b>          | <b>25</b>            | <b>46</b>     | <b>64</b>            | <b>64</b>          |  |
| MIAMI INTERNATIONAL              |                   |                             |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                                  | HEATHROW          | AMERICAN AIRLINES           | S              | A        | 39                | 0        | 0         | 67                         | 15            | 8             | 8                | 3                | 0                 | 24                   | 87            | 5                    | 55                 |  |
|                                  | HEATHROW          | AMERICAN AIRLINES           | S              | D        | 38                | 0        | 0         | 74                         | 21            | 5             | 0                | 0                | 0                 | 9                    | 81            | 7                    | 54                 |  |
|                                  | HEATHROW          | BRITISH AIRWAYS PLC         | S              | A        | 62                | 0        | 0         | 85                         | 8             | 3             | 3                | 0                | 0                 | 10                   | 89            | 10                   | 62                 |  |
|                                  | HEATHROW          | BRITISH AIRWAYS PLC         | S              | D        | 62                | 0        | 0         | 40                         | 29            | 21            | 8                | 2                | 0                 | 28                   | 63            | 24                   | 62                 |  |
|                                  | HEATHROW          | VIRGIN ATLANTIC AIRWAYS LTD | S              | A        | 31                | 0        | 0         | 52                         | 19            | 16            | 13               | 0                | 0                 | 26                   | 0             | 0                    | 0                  |  |
|                                  | HEATHROW          | VIRGIN ATLANTIC AIRWAYS LTD | S              | D        | 31                | 0        | 0         | 32                         | 45            | 19            | 3                | 0                | 0                 | 27                   | 0             | 0                    | 0                  |  |
| <b>TOTAL MIAMI INTERNATIONAL</b> |                   |                             |                |          | <b>263</b>        | <b>0</b> | <b>0</b>  | <b>60</b>                  | <b>22</b>     | <b>12</b>     | <b>6</b>         | <b>1</b>         | <b>0</b>          | <b>20</b>            | <b>75</b>     | <b>14</b>            | <b>14</b>          |  |
| MILAN (LINATE)                   |                   |                             |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                                  | HEATHROW          | ALITALIA                    | S              | A        | 88                | 0        | 1         | 73                         | 15            | 9             | 3                | 0                | 0                 | 11                   | 84            | 8                    | 87                 |  |
|                                  | HEATHROW          | ALITALIA                    | S              | D        | 82                | 0        | 3         | 79                         | 10            | 10            | 1                | 0                | 0                 | 9                    | 88            | 6                    | 86                 |  |
|                                  | HEATHROW          | BMI BRITISH MIDLAND         | S              | A        | 82                | 0        | 0         | 78                         | 7             | 7             | 6                | 1                | 0                 | 15                   | 94            | 2                    | 85                 |  |
|                                  | HEATHROW          | BMI BRITISH MIDLAND         | S              | D        | 81                | 0        | 0         | 69                         | 14            | 9             | 7                | 1                | 0                 | 19                   | 88            | 5                    | 85                 |  |
|                                  | HEATHROW          | BRITISH AIRWAYS PLC         | S              | A        | 93                | 0        | 0         | 68                         | 13            | 15            | 4                | 0                | 0                 | 16                   | 67            | 13                   | 93                 |  |
|                                  | HEATHROW          | BRITISH AIRWAYS PLC         | S              | D        | 93                | 0        | 0         | 78                         | 17            | 3             | 1                | 0                | 0                 | 10                   | 76            | 10                   | 93                 |  |
|                                  | GATWICK           | EASYJET AIRLINE COMPANY LTD | S              | A        | 31                | 0        | 0         | 71                         | 16            | 3             | 6                | 3                | 0                 | 20                   | 0             | 0                    | 0                  |  |
|                                  | GATWICK           | EASYJET AIRLINE COMPANY LTD | S              | D        | 31                | 0        | 0         | 74                         | 13            | 6             | 3                | 3                | 0                 | 21                   | 0             | 0                    | 0                  |  |
|                                  | STANSTED          | EASYJET AIRLINE COMPANY LTD | S              | A        | 31                | 0        | 0         | 74                         | 10            | 6             | 6                | 3                | 0                 | 22                   | 68            | 22                   | 31                 |  |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: M

| ORIGIN / DESTINATION             | REPORTING AIRPORT | AIRLINE                         | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  |                   | MAR 2003             |               |                      |                    |
|----------------------------------|-------------------|---------------------------------|----------------|----------|-------------------|----------|-----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|
|                                  |                   |                                 |                |          | MATCHED           |          | UNMATCHED | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |
|                                  |                   |                                 |                |          | Actual (7)        | Plan (8) |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |
| MILAN (LINATE)                   | STANSTED          | EASYJET AIRLINE COMPANY LTD     | S              | D        | 31                | 0        | 0         | 71                         | 16            | 3             | 10               | 0                | 0                 | 21                   | 48            | 26                   | 31                 |
| <b>TOTAL MILAN (LINATE)</b>      |                   |                                 |                |          | <b>643</b>        | <b>7</b> | <b>4</b>  | <b>74</b>                  | <b>13</b>     | <b>8</b>      | <b>4</b>         | <b>1</b>         | <b>0</b>          | <b>15</b>            | <b>80</b>     | <b>9</b>             | <b>9</b>           |
| MILAN (MALPENSA)                 | HEATHROW          | ALITALIA                        | S              | A        | 150               | 0        | 2         | 58                         | 17            | 14            | 11               | 0                | 0                 | 21                   | 61            | 17                   | 153                |
|                                  | HEATHROW          | ALITALIA                        | S              | D        | 154               | 0        | 0         | 56                         | 18            | 19            | 7                | 1                | 0                 | 21                   | 65            | 15                   | 154                |
|                                  | BIRMINGHAM        | BRITISH AIRWAYS CITIEXPRESS LTD | S              | A        | 78                | 0        | 0         | 82                         | 12            | 4             | 3                | 0                | 0                 | 9                    | 0             | 0                    | 0                  |
|                                  | BIRMINGHAM        | BRITISH AIRWAYS CITIEXPRESS LTD | S              | D        | 80                | 0        | 0         | 84                         | 9             | 3             | 4                | 1                | 0                 | 12                   | 0             | 0                    | 0                  |
|                                  | EDINBURGH         | BRITISH AIRWAYS CITIEXPRESS LTD | S              | A        | 23                | 0        | 0         | 87                         | 0             | 9             | 4                | 0                | 0                 | 8                    | 0             | 0                    | 0                  |
|                                  | MANCHESTER        | BRITISH AIRWAYS CITIEXPRESS LTD | S              | A        | 52                | 0        | 0         | 83                         | 13            | 2             | 2                | 0                | 0                 | 7                    | 0             | 0                    | 0                  |
|                                  | MANCHESTER        | BRITISH AIRWAYS CITIEXPRESS LTD | S              | D        | 52                | 0        | 0         | 87                         | 4             | 8             | 2                | 0                | 0                 | 8                    | 0             | 0                    | 0                  |
|                                  | HEATHROW          | BRITISH AIRWAYS PLC             | S              | A        | 92                | 0        | 1         | 58                         | 17            | 14            | 9                | 2                | 0                 | 25                   | 75            | 11                   | 93                 |
|                                  | HEATHROW          | BRITISH AIRWAYS PLC             | S              | D        | 93                | 0        | 0         | 78                         | 9             | 8             | 5                | 0                | 0                 | 13                   | 82            | 9                    | 93                 |
|                                  | EDINBURGH         | DUO AIRWAYS LTD                 | S              | A        | 27                | 0        | 0         | 70                         | 19            | 0             | 11               | 0                | 0                 | 15                   | 0             | 0                    | 0                  |
|                                  | EDINBURGH         | DUO AIRWAYS LTD                 | S              | D        | 27                | 0        | 0         | 89                         | 0             | 0             | 11               | 0                | 0                 | 14                   | 0             | 0                    | 0                  |
| <b>TOTAL MILAN (MALPENSA)</b>    |                   |                                 |                |          | <b>828</b>        | <b>2</b> | <b>3</b>  | <b>70</b>                  | <b>13</b>     | <b>10</b>     | <b>7</b>         | <b>0</b>         | <b>0</b>          | <b>16</b>            | <b>73</b>     | <b>14</b>            | <b>14</b>          |
| MINNEAPOLIS-ST PAUL              | GATWICK           | NORTHWEST AIRLINES              | S              | A        | 31                | 0        | 0         | 68                         | 16            | 3             | 13               | 0                | 0                 | 21                   | 57            | 29                   | 23                 |
|                                  | GATWICK           | NORTHWEST AIRLINES              | S              | D        | 31                | 0        | 0         | 74                         | 16            | 10            | 0                | 0                | 0                 | 10                   | 86            | 6                    | 22                 |
| <b>TOTAL MINNEAPOLIS-ST PAUL</b> |                   |                                 |                |          | <b>62</b>         | <b>0</b> | <b>0</b>  | <b>71</b>                  | <b>16</b>     | <b>6</b>      | <b>6</b>         | <b>0</b>         | <b>0</b>          | <b>15</b>            | <b>71</b>     | <b>18</b>            | <b>18</b>          |
| MINSK                            | GATWICK           | BELAVIA (BELARUSSIAN AIRLINES)  | S              | A        | 4                 | 0        | 0         | 50                         | 50            | 0             | 0                | 0                | 0                 | 13                   | 80            | 6                    | 5                  |
|                                  | GATWICK           | BELAVIA (BELARUSSIAN AIRLINES)  | S              | D        | 4                 | 0        | 0         | 25                         | 25            | 25            | 25               | 0                | 0                 | 41                   | 100           | 5                    | 5                  |
| <b>TOTAL MINSK</b>               |                   |                                 |                |          | <b>8</b>          | <b>0</b> | <b>0</b>  | <b>38</b>                  | <b>38</b>     | <b>13</b>     | <b>13</b>        | <b>0</b>         | <b>0</b>          | <b>27</b>            | <b>90</b>     | <b>6</b>             | <b>6</b>           |
| MOENCHENGLADBACH                 |                   |                                 |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |
| MOMBASA                          | GATWICK           | AFRICAN SAFARI AIRWAYS-ASA      | C              | A        | 4                 | 0        | 0         | 50                         | 25            | 0             | 25               | 0                | 0                 | 49                   | 60            | 12                   | 5                  |
|                                  | GATWICK           | AFRICAN SAFARI AIRWAYS-ASA      | C              | D        | 4                 | 0        | 0         | 75                         | 0             | 0             | 25               | 0                | 0                 | 19                   | 100           | 2                    | 5                  |
|                                  | HEATHROW          | EAST AFRICAN SAFARI AIR LTD     | S              | A        | 5                 | 0        | 0         | 0                          | 40            | 0             | 60               | 0                | 0                 | 58                   | 0             | 0                    | 0                  |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: M

| ORIGIN / DESTINATION | REPORTING AIRPORT | AIRLINE                     | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          |                        | PERCENTAGE OF FLIGHTS LATE |                  |                        |                        |                         |                            | MAR 2003            |                            |                          |           |
|----------------------|-------------------|-----------------------------|-------------------|-------------|-------------------|----------|------------------------|----------------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|-----------|
|                      |                   |                             |                   |             | Actual<br>(7)     | Plan (8) | Early<br>to 15<br>mins | 16 to<br>30 mins           | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |           |
|                      |                   |                             |                   |             |                   |          |                        |                            |                  |                        |                        |                         |                            |                     |                            |                          | MATCHED   |
| MOMBASA              | HEATHROW          | EAST AFRICAN SAFARI AIR LTD | S                 | D           | 4                 | 0        | 0                      | 50                         | 25               | 25                     | 0                      | 0                       | 0                          | 19                  | 0                          | 0                        | 0         |
| <b>TOTAL MOMBASA</b> |                   |                             |                   |             | <b>17</b>         | <b>0</b> | <b>0</b>               | <b>41</b>                  | <b>24</b>        | <b>6</b>               | <b>29</b>              | <b>0</b>                | <b>0</b>                   | <b>38</b>           | <b>60</b>                  | <b>31</b>                | <b>31</b> |
| MONASTIR             | BIRMINGHAM        | BRITANNIA AIRWAYS           | C                 | A           | 5                 | 0        | 0                      | 80                         | 20               | 0                      | 0                      | 0                       | 0                          | 6                   | 50                         | 23                       | 4         |
|                      | BIRMINGHAM        | BRITANNIA AIRWAYS           | C                 | D           | 5                 | 0        | 0                      | 80                         | 0                | 20                     | 0                      | 0                       | 0                          | 9                   | 100                        | 0                        | 4         |
|                      | GATWICK           | BRITANNIA AIRWAYS           | C                 | A           | 5                 | 0        | 0                      | 100                        | 0                | 0                      | 0                      | 0                       | 0                          | 3                   | 100                        | 0                        | 4         |
|                      | GATWICK           | BRITANNIA AIRWAYS           | C                 | D           | 5                 | 0        | 0                      | 100                        | 0                | 0                      | 0                      | 0                       | 0                          | 1                   | 100                        | 1                        | 4         |
|                      | LUTON             | BRITANNIA AIRWAYS           | C                 | A           | 5                 | 0        | 0                      | 60                         | 40               | 0                      | 0                      | 0                       | 0                          | 13                  | 0                          | 0                        | 0         |
|                      | LUTON             | BRITANNIA AIRWAYS           | C                 | D           | 5                 | 0        | 0                      | 80                         | 0                | 20                     | 0                      | 0                       | 0                          | 13                  | 0                          | 0                        | 0         |
|                      | MANCHESTER        | BRITANNIA AIRWAYS           | C                 | A           | 5                 | 0        | 0                      | 80                         | 0                | 20                     | 0                      | 0                       | 0                          | 10                  | 100                        | 3                        | 4         |
|                      | MANCHESTER        | BRITANNIA AIRWAYS           | C                 | D           | 5                 | 0        | 0                      | 80                         | 20               | 0                      | 0                      | 0                       | 0                          | 5                   | 75                         | 4                        | 4         |
|                      | GATWICK           | FIRST CHOICE AIRWAYS LTD    | C                 | A           | 4                 | 0        | 0                      | 75                         | 0                | 0                      | 0                      | 25                      | 0                          | 56                  | 60                         | 12                       | 5         |
|                      | GATWICK           | FIRST CHOICE AIRWAYS LTD    | C                 | D           | 4                 | 0        | 0                      | 75                         | 0                | 0                      | 0                      | 25                      | 0                          | 61                  | 100                        | 3                        | 5         |
|                      | GLASGOW           | FIRST CHOICE AIRWAYS LTD    | C                 | A           | 5                 | 0        | 0                      | 100                        | 0                | 0                      | 0                      | 0                       | 0                          | 8                   | 0                          | 0                        | 0         |
|                      | GLASGOW           | FIRST CHOICE AIRWAYS LTD    | C                 | D           | 4                 | 0        | 0                      | 75                         | 25               | 0                      | 0                      | 0                       | 0                          | 5                   | 0                          | 0                        | 0         |
|                      | MANCHESTER        | FIRST CHOICE AIRWAYS LTD    | C                 | A           | 4                 | 0        | 0                      | 25                         | 25               | 50                     | 0                      | 0                       | 0                          | 31                  | 60                         | 14                       | 5         |
|                      | MANCHESTER        | FIRST CHOICE AIRWAYS LTD    | C                 | D           | 4                 | 0        | 0                      | 100                        | 0                | 0                      | 0                      | 0                       | 0                          | 9                   | 80                         | 6                        | 5         |
|                      | BIRMINGHAM        | MY TRAVEL AIRWAYS UK        | C                 | A           | 4                 | 0        | 0                      | 100                        | 0                | 0                      | 0                      | 0                       | 0                          | 3                   | 100                        | 0                        | 5         |
|                      | BIRMINGHAM        | MY TRAVEL AIRWAYS UK        | C                 | D           | 4                 | 0        | 0                      | 50                         | 50               | 0                      | 0                      | 0                       | 0                          | 12                  | 100                        | 3                        | 5         |
|                      | GATWICK           | MY TRAVEL AIRWAYS UK        | C                 | A           | 4                 | 0        | 0                      | 75                         | 25               | 0                      | 0                      | 0                       | 0                          | 7                   | 100                        | 1                        | 6         |
|                      | GATWICK           | MY TRAVEL AIRWAYS UK        | C                 | D           | 5                 | 0        | 0                      | 80                         | 20               | 0                      | 0                      | 0                       | 0                          | 7                   | 80                         | 8                        | 5         |
|                      | MANCHESTER        | MY TRAVEL AIRWAYS UK        | C                 | A           | 5                 | 0        | 0                      | 40                         | 20               | 20                     | 0                      | 20                      | 0                          | 49                  | 80                         | 22                       | 5         |
|                      | MANCHESTER        | MY TRAVEL AIRWAYS UK        | C                 | D           | 5                 | 0        | 0                      | 80                         | 0                | 0                      | 0                      | 20                      | 0                          | 38                  | 40                         | 34                       | 5         |
|                      | STANSTED          | MY TRAVEL AIRWAYS UK        | C                 | A           | 4                 | 0        | 0                      | 100                        | 0                | 0                      | 0                      | 0                       | 0                          | 0                   | 100                        | 0                        | 5         |
|                      | STANSTED          | MY TRAVEL AIRWAYS UK        | C                 | D           | 4                 | 0        | 0                      | 100                        | 0                | 0                      | 0                      | 0                       | 0                          | 3                   | 100                        | 0                        | 5         |
|                      | GATWICK           | NOUVELAIR TUNISIE           | C                 | A           | 4                 | 0        | 0                      | 25                         | 50               | 0                      | 25                     | 0                       | 0                          | 29                  | 0                          | 0                        | 0         |
|                      | GATWICK           | NOUVELAIR TUNISIE           | C                 | D           | 4                 | 0        | 0                      | 25                         | 50               | 25                     | 0                      | 0                       | 0                          | 28                  | 0                          | 0                        | 0         |
|                      | GLASGOW           | NOUVELAIR TUNISIE           | C                 | A           | 4                 | 0        | 0                      | 0                          | 0                | 75                     | 25                     | 0                       | 0                          | 45                  | 60                         | 22                       | 5         |
|                      | GLASGOW           | NOUVELAIR TUNISIE           | C                 | D           | 3                 | 1        | 0                      | 0                          | 67               | 33                     | 0                      | 0                       | 0                          | 35                  | 60                         | 25                       | 5         |
|                      | MANCHESTER        | NOUVELAIR TUNISIE           | C                 | A           | 3                 | 1        | 0                      | 67                         | 0                | 33                     | 0                      | 0                       | 0                          | 18                  | 0                          | 0                        | 0         |
|                      | MANCHESTER        | NOUVELAIR TUNISIE           | C                 | D           | 4                 | 0        | 0                      | 75                         | 0                | 0                      | 25                     | 0                       | 0                          | 23                  | 0                          | 0                        | 0         |
|                      | NEWCASTLE         | NOUVELAIR TUNISIE           | C                 | A           | 4                 | 0        | 0                      | 75                         | 0                | 0                      | 25                     | 0                       | 0                          | 22                  | 80                         | 10                       | 5         |
|                      | NEWCASTLE         | NOUVELAIR TUNISIE           | C                 | D           | 4                 | 0        | 0                      | 75                         | 0                | 25                     | 0                      | 0                       | 0                          | 17                  | 80                         | 8                        | 5         |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: M

| ORIGIN / DESTINATION            | REPORTING AIRPORT | AIRLINE                  | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         | MAR 2003                   |                     |                            |                          |   |
|---------------------------------|-------------------|--------------------------|-------------------|-------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|---|
|                                 |                   |                          |                   |             | MATCHED           |          | UNMATCHED | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |   |
|                                 |                   |                          |                   |             | Actual<br>(7)     | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |   |
| MONASTIR                        |                   |                          |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |   |
|                                 | BIRMINGHAM        | THOMAS COOK AIRLINES LTD | C                 | A           | 5                 | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 1                          | 0                   | 0                          | 0                        | 0 |
|                                 | BIRMINGHAM        | THOMAS COOK AIRLINES LTD | C                 | D           | 4                 | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 0                          | 0                   | 0                          | 0                        | 0 |
|                                 | GATWICK           | THOMAS COOK AIRLINES LTD | C                 | A           | 4                 | 0        | 0         | 75                         | 0                | 25               | 0                      | 0                      | 0                       | 14                         | 100                 | 3                          | 5                        |   |
|                                 | GATWICK           | THOMAS COOK AIRLINES LTD | C                 | D           | 5                 | 0        | 0         | 80                         | 20               | 0                | 0                      | 0                      | 0                       | 9                          | 100                 | 3                          | 5                        |   |
|                                 | MANCHESTER        | THOMAS COOK AIRLINES LTD | C                 | A           | 4                 | 0        | 0         | 75                         | 0                | 25               | 0                      | 0                      | 0                       | 14                         | 80                  | 20                         | 5                        |   |
|                                 | MANCHESTER        | THOMAS COOK AIRLINES LTD | C                 | D           | 4                 | 0        | 0         | 75                         | 25               | 0                | 0                      | 0                      | 0                       | 6                          | 80                  | 21                         | 5                        |   |
| <b>TOTAL MONASTIR</b>           |                   |                          |                   |             | <b>156</b>        | <b>2</b> | <b>0</b>  | <b>73</b>                  | <b>12</b>        | <b>10</b>        | <b>3</b>               | <b>3</b>               | <b>0</b>                | <b>16</b>                  | <b>83</b>           | <b>10</b>                  | <b>10</b>                |   |
| MONTEGO BAY                     |                   |                          |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |   |
|                                 | GATWICK           | BRITANNIA AIRWAYS        | C                 | A           | 5                 | 0        | 0         | 40                         | 40               | 20               | 0                      | 0                      | 0                       | 18                         | 0                   | 0                          | 0                        | 0 |
|                                 | GATWICK           | BRITANNIA AIRWAYS        | C                 | D           | 5                 | 0        | 0         | 60                         | 40               | 0                | 0                      | 0                      | 0                       | 11                         | 0                   | 0                          | 0                        | 0 |
|                                 | MANCHESTER        | FIRST CHOICE AIRWAYS LTD | C                 | A           | 5                 | 0        | 0         | 40                         | 20               | 40               | 0                      | 0                      | 0                       | 22                         | 100                 | 2                          | 4                        |   |
|                                 | MANCHESTER        | FIRST CHOICE AIRWAYS LTD | C                 | D           | 5                 | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 0                          | 50                  | 25                         | 4                        |   |
|                                 | GATWICK           | MY TRAVEL AIRWAYS UK     | C                 | A           | 7                 | 0        | 0         | 57                         | 0                | 14               | 29                     | 0                      | 0                       | 29                         | 11                  | 56                         | 9                        |   |
|                                 | GATWICK           | MY TRAVEL AIRWAYS UK     | C                 | D           | 6                 | 0        | 0         | 67                         | 33               | 0                | 0                      | 0                      | 0                       | 12                         | 89                  | 11                         | 9                        |   |
|                                 | MANCHESTER        | MY TRAVEL AIRWAYS UK     | C                 | A           | 8                 | 0        | 0         | 38                         | 25               | 13               | 25                     | 0                      | 0                       | 29                         | 11                  | 147                        | 9                        |   |
|                                 | MANCHESTER        | MY TRAVEL AIRWAYS UK     | C                 | D           | 7                 | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 2                          | 33                  | 41                         | 9                        |   |
| <b>TOTAL MONTEGO BAY</b>        |                   |                          |                   |             | <b>48</b>         | <b>0</b> | <b>0</b>  | <b>63</b>                  | <b>19</b>        | <b>10</b>        | <b>8</b>               | <b>0</b>               | <b>0</b>                | <b>16</b>                  | <b>43</b>           | <b>43</b>                  | <b>43</b>                |   |
| MONTPELLIER                     |                   |                          |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |   |
|                                 | GATWICK           | GB AIRWAYS LTD           | S                 | A           | 12                | 0        | 2         | 92                         | 8                | 0                | 0                      | 0                      | 0                       | 6                          | 83                  | 20                         | 23                       |   |
|                                 | GATWICK           | GB AIRWAYS LTD           | S                 | D           | 12                | 0        | 2         | 83                         | 17               | 0                | 0                      | 0                      | 0                       | 5                          | 91                  | 11                         | 23                       |   |
|                                 | STANSTED          | RYANAIR                  | S                 | A           | 31                | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 1                          | 90                  | 4                          | 30                       |   |
|                                 | STANSTED          | RYANAIR                  | S                 | D           | 31                | 0        | 0         | 94                         | 6                | 0                | 0                      | 0                      | 0                       | 5                          | 68                  | 12                         | 31                       |   |
| <b>TOTAL MONTPELLIER</b>        |                   |                          |                   |             | <b>88</b>         | <b>0</b> | <b>4</b>  | <b>92</b>                  | <b>7</b>         | <b>1</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>4</b>                   | <b>82</b>           | <b>11</b>                  | <b>11</b>                |   |
| MONTREAL (DORVAL)               |                   |                          |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |   |
|                                 | HEATHROW          | AIR CANADA               | S                 | A           | 31                | 0        | 0         | 32                         | 6                | 39               | 16                     | 6                      | 0                       | 53                         | 27                  | 33                         | 11                       |   |
|                                 | HEATHROW          | AIR CANADA               | S                 | D           | 31                | 0        | 0         | 42                         | 39               | 13               | 6                      | 0                      | 0                       | 25                         | 70                  | 28                         | 20                       |   |
|                                 | HEATHROW          | BRITISH AIRWAYS PLC      | S                 | A           | 31                | 0        | 0         | 97                         | 0                | 3                | 0                      | 0                      | 0                       | 3                          | 94                  | 7                          | 31                       |   |
|                                 | HEATHROW          | BRITISH AIRWAYS PLC      | S                 | D           | 31                | 0        | 0         | 65                         | 23               | 13               | 0                      | 0                      | 0                       | 16                         | 77                  | 19                         | 31                       |   |
| <b>TOTAL MONTREAL (DORVAL)</b>  |                   |                          |                   |             | <b>124</b>        | <b>0</b> | <b>0</b>  | <b>59</b>                  | <b>17</b>        | <b>17</b>        | <b>6</b>               | <b>2</b>               | <b>0</b>                | <b>24</b>                  | <b>75</b>           | <b>18</b>                  | <b>18</b>                |   |
| MONTREAL (MIRABEL)              |                   |                          |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |   |
| <b>TOTAL MONTREAL (MIRABEL)</b> |                   |                          |                   |             | <b>2</b>          | <b>0</b> | <b>0</b>  | <b>50</b>                  | <b>0</b>         | <b>50</b>        | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>25</b>                  | <b>0</b>            | <b>0</b>                   | <b>0</b>                 |   |
| MOSCOW (DOMODEDOVO)             |                   |                          |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |   |



## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: M

| ORIGIN / DESTINATION               | REPORTING AIRPORT | AIRLINE                         | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         | MAR 2003                   |                     |                            |                          |  |
|------------------------------------|-------------------|---------------------------------|-------------------|-------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|--|
|                                    |                   |                                 |                   |             | MATCHED           |          | UNMATCHED | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |  |
|                                    |                   |                                 |                   |             | Actual<br>(7)     | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
| MOSCOW (DOMODEDOVO)                |                   |                                 |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                                    | HEATHROW          | BRITISH AIRWAYS PLC             | S                 | A           | 61                | 1        | 0         | 72                         | 13               | 10               | 3                      | 0                      | 2                       | 27                         | 0                   | 0                          | 0                        |  |
|                                    | HEATHROW          | BRITISH AIRWAYS PLC             | S                 | D           | 62                | 0        | 0         | 69                         | 18               | 13               | 0                      | 0                      | 0                       | 12                         | 0                   | 0                          | 0                        |  |
|                                    | GATWICK           | TRANSAERO AIRLINES              | S                 | A           | 23                | 0        | 0         | 48                         | 26               | 9                | 13                     | 0                      | 4                       | 39                         | 77                  | 15                         | 13                       |  |
|                                    | GATWICK           | TRANSAERO AIRLINES              | S                 | D           | 23                | 0        | 0         | 57                         | 13               | 9                | 13                     | 4                      | 4                       | 48                         | 77                  | 12                         | 13                       |  |
| <b>TOTAL MOSCOW (DOMODEDOVO)</b>   |                   |                                 |                   |             | <b>169</b>        | <b>1</b> | <b>0</b>  | <b>66</b>                  | <b>17</b>        | <b>11</b>        | <b>5</b>               | <b>1</b>               | <b>2</b>                | <b>26</b>                  | <b>77</b>           | <b>14</b>                  | <b>14</b>                |  |
| MOSCOW (SHEREMETYEVO)              |                   |                                 |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                                    | HEATHROW          | AEROFLOT                        | S                 | A           | 70                | 0        | 0         | 73                         | 16               | 9                | 3                      | 0                      | 0                       | 12                         | 82                  | 10                         | 61                       |  |
|                                    | HEATHROW          | AEROFLOT                        | S                 | D           | 70                | 0        | 0         | 81                         | 14               | 4                | 0                      | 0                      | 0                       | 7                          | 84                  | 8                          | 62                       |  |
| <b>TOTAL MOSCOW (SHEREMETYEVO)</b> |                   |                                 |                   |             | <b>140</b>        | <b>4</b> | <b>0</b>  | <b>77</b>                  | <b>15</b>        | <b>6</b>         | <b>1</b>               | <b>0</b>               | <b>0</b>                | <b>10</b>                  | <b>82</b>           | <b>10</b>                  | <b>10</b>                |  |
| MOSCOW (VNUKOVO)                   |                   |                                 |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
| MULHOUSE HABSHEIM                  |                   |                                 |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
| MUMBAI                             |                   |                                 |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                                    | HEATHROW          | AIR INDIA                       | S                 | A           | 44                | 1        | 1         | 57                         | 23               | 14               | 5                      | 2                      | 0                       | 23                         | 48                  | 21                         | 48                       |  |
|                                    | HEATHROW          | AIR INDIA                       | S                 | D           | 46                | 0        | 0         | 48                         | 22               | 13               | 15                     | 2                      | 0                       | 30                         | 65                  | 37                         | 49                       |  |
|                                    | HEATHROW          | BRITISH AIRWAYS PLC             | S                 | A           | 31                | 0        | 0         | 81                         | 6                | 10               | 3                      | 0                      | 0                       | 8                          | 94                  | 9                          | 31                       |  |
|                                    | HEATHROW          | BRITISH AIRWAYS PLC             | S                 | D           | 31                | 0        | 0         | 71                         | 13               | 13               | 0                      | 3                      | 0                       | 19                         | 61                  | 17                         | 31                       |  |
| <b>TOTAL MUMBAI</b>                |                   |                                 |                   |             | <b>152</b>        | <b>1</b> | <b>1</b>  | <b>62</b>                  | <b>17</b>        | <b>13</b>        | <b>7</b>               | <b>2</b>               | <b>0</b>                | <b>21</b>                  | <b>65</b>           | <b>23</b>                  | <b>23</b>                |  |
| MUNICH                             |                   |                                 |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                                    | GLASGOW           | BRITISH AIRWAYS CITIEXPRESS LTD | S                 | A           | 27                | 0        | 0         | 74                         | 15               | 4                | 4                      | 4                      | 0                       | 16                         | 96                  | 2                          | 24                       |  |
|                                    | GLASGOW           | BRITISH AIRWAYS CITIEXPRESS LTD | S                 | D           | 19                | 0        | 0         | 74                         | 26               | 0                | 0                      | 0                      | 0                       | 9                          | 75                  | 8                          | 16                       |  |
|                                    | GATWICK           | BRITISH AIRWAYS PLC             | S                 | A           | 87                | 0        | 0         | 86                         | 11               | 1                | 1                      | 0                      | 0                       | 6                          | 80                  | 6                          | 5                        |  |
|                                    | GATWICK           | BRITISH AIRWAYS PLC             | S                 | D           | 88                | 0        | 0         | 86                         | 9                | 3                | 1                      | 0                      | 0                       | 6                          | 100                 | 3                          | 6                        |  |
|                                    | HEATHROW          | BRITISH AIRWAYS PLC             | S                 | A           | 148               | 0        | 2         | 73                         | 12               | 7                | 7                      | 0                      | 0                       | 15                         | 87                  | 8                          | 150                      |  |
|                                    | HEATHROW          | BRITISH AIRWAYS PLC             | S                 | D           | 150               | 0        | 0         | 79                         | 14               | 5                | 2                      | 0                      | 0                       | 10                         | 89                  | 6                          | 150                      |  |
|                                    | EDINBURGH         | DUO AIRWAYS LTD                 | S                 | A           | 3                 | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 0                          | 0                   | 0                          | 0                        |  |
|                                    | EDINBURGH         | DUO AIRWAYS LTD                 | S                 | D           | 3                 | 0        | 0         | 33                         | 67               | 0                | 0                      | 0                      | 0                       | 19                         | 0                   | 0                          | 0                        |  |
|                                    | STANSTED          | EASYJET AIRLINE COMPANY LTD     | S                 | A           | 88                | 1        | 1         | 84                         | 10               | 3                | 2                      | 0                      | 0                       | 7                          | 82                  | 12                         | 88                       |  |
|                                    | STANSTED          | EASYJET AIRLINE COMPANY LTD     | S                 | D           | 89                | 0        | 0         | 57                         | 29               | 9                | 4                      | 0                      | 0                       | 16                         | 52                  | 22                         | 88                       |  |
|                                    | BIRMINGHAM        | EUROWINGS LUFTVERKEHRS          | S                 | A           | 37                | 0        | 0         | 95                         | 5                | 0                | 0                      | 0                      | 0                       | 4                          | 100                 | 0                          | 1                        |  |
|                                    | BIRMINGHAM        | EUROWINGS LUFTVERKEHRS          | S                 | D           | 37                | 0        | 0         | 97                         | 3                | 0                | 0                      | 0                      | 0                       | 2                          | 0                   | 0                          | 0                        |  |
|                                    | HEATHROW          | LUFTHANSA                       | S                 | A           | 185               | 0        | 1         | 78                         | 12               | 9                | 1                      | 0                      | 0                       | 9                          | 91                  | 4                          | 185                      |  |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: M

| ORIGIN / DESTINATION           | REPORTING AIRPORT | AIRLINE              | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  |                   | MAR 2003             |               |                      |                    |
|--------------------------------|-------------------|----------------------|----------------|----------|-------------------|----------|-----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|
|                                |                   |                      |                |          | MATCHED           |          | UNMATCHED | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |
|                                |                   |                      |                |          | Actual (7)        | Plan (8) |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |
| MUNICH                         | HEATHROW          | LUFTHANSA            | S              | D        | 185               | 0        | 1         | 85                         | 9             | 5             | 2                | 0                | 0                 | 8                    | 94            | 3                    | 185                |
|                                | BIRMINGHAM        | LUFTHANSA CITY LINE  | S              | A        | 59                | 0        | 0         | 59                         | 20            | 12            | 8                | 0                | 0                 | 20                   | 88            | 5                    | 120                |
|                                | BIRMINGHAM        | LUFTHANSA CITY LINE  | S              | D        | 59                | 0        | 0         | 83                         | 5             | 5             | 5                | 2                | 0                 | 15                   | 93            | 5                    | 121                |
|                                | MANCHESTER        | LUFTHANSA CITY LINE  | S              | A        | 119               | 1        | 0         | 65                         | 24            | 8             | 3                | 0                | 0                 | 16                   | 68            | 13                   | 121                |
|                                | MANCHESTER        | LUFTHANSA CITY LINE  | S              | D        | 119               | 0        | 0         | 96                         | 2             | 1             | 2                | 0                | 0                 | 3                    | 93            | 4                    | 120                |
| <b>TOTAL MUNICH</b>            |                   |                      |                |          | <b>1502</b>       | <b>3</b> | <b>5</b>  | <b>79</b>                  | <b>13</b>     | <b>5</b>      | <b>3</b>         | <b>0</b>         | <b>0</b>          | <b>10</b>            | <b>85</b>     | <b>8</b>             | <b>8</b>           |
| MUNSTER-OSNABRUCK              | STANSTED          | AIR BERLIN           | S              | A        | 31                | 0        | 0         | 100                        | 0             | 0             | 0                | 0                | 0                 | 1                    | 97            | 2                    | 31                 |
|                                | STANSTED          | AIR BERLIN           | S              | D        | 31                | 0        | 0         | 90                         | 3             | 0             | 6                | 0                | 0                 | 11                   | 77            | 11                   | 31                 |
|                                | BIRMINGHAM        | EUROPEAN AIR CHARTER | C              | A        | 4                 | 0        | 0         | 100                        | 0             | 0             | 0                | 0                | 0                 | 3                    | 100           | 1                    | 3                  |
|                                | BIRMINGHAM        | EUROPEAN AIR CHARTER | C              | D        | 4                 | 0        | 0         | 100                        | 0             | 0             | 0                | 0                | 0                 | 5                    | 100           | 1                    | 4                  |
| <b>TOTAL MUNSTER-OSNABRUCK</b> |                   |                      |                |          | <b>70</b>         | <b>0</b> | <b>0</b>  | <b>96</b>                  | <b>1</b>      | <b>0</b>      | <b>3</b>         | <b>0</b>         | <b>0</b>          | <b>5</b>             | <b>88</b>     | <b>6</b>             | <b>6</b>           |
| MURCIA SAN JAVIER              | MANCHESTER        | BMIBABY LTD          | S              | A        | 3                 | 0        | 0         | 0                          | 33            | 67            | 0                | 0                | 0                 | 33                   | 0             | 0                    | 0                  |
|                                | MANCHESTER        | BMIBABY LTD          | S              | D        | 3                 | 0        | 0         | 67                         | 33            | 0             | 0                | 0                | 0                 | 8                    | 0             | 0                    | 0                  |
|                                | GATWICK           | GB AIRWAYS LTD       | S              | A        | 17                | 0        | 0         | 100                        | 0             | 0             | 0                | 0                | 0                 | 0                    | 0             | 0                    | 0                  |
|                                | GATWICK           | GB AIRWAYS LTD       | S              | D        | 17                | 0        | 0         | 94                         | 6             | 0             | 0                | 0                | 0                 | 3                    | 0             | 0                    | 0                  |
|                                | BIRMINGHAM        | MY TRAVEL AIRWAYS UK | S              | A        | 30                | 0        | 0         | 87                         | 3             | 7             | 3                | 0                | 0                 | 7                    | 100           | 7                    | 2                  |
|                                | BIRMINGHAM        | MY TRAVEL AIRWAYS UK | S              | D        | 26                | 4        | 0         | 77                         | 4             | 12            | 8                | 0                | 0                 | 15                   | 50            | 15                   | 2                  |
|                                | BIRMINGHAM        | RYANAIR              | S              | A        | 31                | 0        | 0         | 84                         | 13            | 3             | 0                | 0                | 0                 | 5                    | 0             | 0                    | 0                  |
|                                | BIRMINGHAM        | RYANAIR              | S              | D        | 31                | 0        | 0         | 87                         | 6             | 3             | 3                | 0                | 0                 | 7                    | 0             | 0                    | 0                  |
|                                | STANSTED          | RYANAIR              | S              | A        | 62                | 0        | 0         | 87                         | 11            | 0             | 2                | 0                | 0                 | 7                    | 0             | 0                    | 0                  |
|                                | STANSTED          | RYANAIR              | S              | D        | 62                | 0        | 0         | 66                         | 21            | 13            | 0                | 0                | 0                 | 12                   | 0             | 0                    | 0                  |
| <b>TOTAL MURCIA SAN JAVIER</b> |                   |                      |                |          | <b>284</b>        | <b>5</b> | <b>0</b>  | <b>81</b>                  | <b>11</b>     | <b>6</b>      | <b>2</b>         | <b>0</b>         | <b>0</b>          | <b>8</b>             | <b>69</b>     | <b>20</b>            | <b>20</b>          |
| MUSCAT                         | HEATHROW          | BRITISH AIRWAYS PLC  | S              | A        | 30                | 1        | 1         | 80                         | 13            | 0             | 0                | 0                | 7                 | 83                   | 0             | 126                  | 1                  |
|                                | HEATHROW          | BRITISH AIRWAYS PLC  | S              | D        | 31                | 0        | 0         | 90                         | 6             | 3             | 0                | 0                | 0                 | 7                    | 100           | 0                    | 1                  |
|                                | HEATHROW          | GULF AIR             | S              | A        | 41                | 0        | 1         | 73                         | 5             | 7             | 10               | 2                | 2                 | 48                   | 81            | 5                    | 31                 |
|                                | HEATHROW          | GULF AIR             | S              | D        | 41                | 0        | 1         | 80                         | 12            | 2             | 2                | 2                | 0                 | 14                   | 97            | 3                    | 31                 |
| <b>TOTAL MUSCAT</b>            |                   |                      |                |          | <b>143</b>        | <b>3</b> | <b>3</b>  | <b>80</b>                  | <b>9</b>      | <b>3</b>      | <b>3</b>         | <b>1</b>         | <b>2</b>          | <b>37</b>            | <b>88</b>     | <b>6</b>             | <b>6</b>           |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: N

| ORIGIN / DESTINATION     | REPORTING AIRPORT | AIRLINE                                | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  | MAR 2003          |                      |               |                      |                    |  |
|--------------------------|-------------------|--|----------------|----------|-------------------|----------|-----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|--|
|                          |                   |  |                |          | MATCHED           |          | UNMATCHED | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |  |
|                          |                   |  |                |          | Actual (7)        | Plan (8) |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
| NAIROBI                  |                   |  |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                          | HEATHROW          | BRITISH AIRWAYS PLC                    | S              | A        | 21                | 0        | 0         | 81                         | 0             | 10            | 5                | 5                | 0                 | 30                   | 76            | 15                   | 17                 |  |
|                          | HEATHROW          | BRITISH AIRWAYS PLC                    | S              | D        | 20                | 1        | 0         | 65                         | 15            | 5             | 10               | 0                | 5                 | 71                   | 88            | 4                    | 17                 |  |
|                          | HEATHROW          | EAST AFRICAN SAFARI AIR LTD            | S              | A        | 14                | 1        | 0         | 64                         | 7             | 21            | 7                | 0                | 0                 | 18                   | 0             | 0                    | 0                  |  |
|                          | HEATHROW          | EAST AFRICAN SAFARI AIR LTD            | S              | D        | 15                | 0        | 0         | 73                         | 20            | 0             | 7                | 0                | 0                 | 11                   | 0             | 0                    | 0                  |  |
|                          | HEATHROW          | KENYA AIRWAYS                          | S              | A        | 35                | 0        | 0         | 77                         | 11            | 6             | 6                | 0                | 0                 | 15                   | 75            | 14                   | 32                 |  |
|                          | HEATHROW          | KENYA AIRWAYS                          | S              | D        | 35                | 0        | 0         | 83                         | 9             | 9             | 0                | 0                | 0                 | 9                    | 88            | 6                    | 32                 |  |
| <b>TOTAL NAIROBI</b>     |                   |  |                |          | <b>141</b>        | <b>9</b> | <b>0</b>  | <b>75</b>                  | <b>10</b>     | <b>8</b>      | <b>6</b>         | <b>1</b>         | <b>1</b>          | <b>24</b>            | <b>82</b>     | <b>10</b>            | <b>10</b>          |  |
| NANTES                   |                   |  |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                          | GATWICK           | GB AIRWAYS LTD                         | S              | A        | 20                | 0        | 3         | 85                         | 0             | 0             | 10               | 5                | 0                 | 23                   | 78            | 12                   | 23                 |  |
|                          | GATWICK           | GB AIRWAYS LTD                         | S              | D        | 20                | 0        | 3         | 90                         | 0             | 0             | 5                | 5                | 0                 | 19                   | 83            | 7                    | 23                 |  |
|                          | GATWICK           | REGIONAL COMPAGNIE AERIENNE EUROPEENNE | S              | A        | 79                | 0        | 0         | 87                         | 6             | 5             | 1                | 0                | 0                 | 6                    | 90            | 6                    | 78                 |  |
|                          | GATWICK           | REGIONAL COMPAGNIE AERIENNE EUROPEENNE | S              | D        | 78                | 0        | 0         | 88                         | 6             | 4             | 1                | 0                | 0                 | 6                    | 94            | 3                    | 78                 |  |
| <b>TOTAL NANTES</b>      |                   |  |                |          | <b>197</b>        | <b>0</b> | <b>6</b>  | <b>88</b>                  | <b>5</b>      | <b>4</b>      | <b>3</b>         | <b>1</b>         | <b>0</b>          | <b>9</b>             | <b>89</b>     | <b>6</b>             | <b>6</b>           |  |
| NAPLES                   |                   |  |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                          | HEATHROW          | BMI BRITISH MIDLAND                    | S              | A        | 4                 | 0        | 0         | 0                          | 75            | 25            | 0                | 0                | 0                 | 23                   | 0             | 0                    | 0                  |  |
|                          | HEATHROW          | BMI BRITISH MIDLAND                    | S              | D        | 4                 | 0        | 0         | 75                         | 25            | 0             | 0                | 0                | 0                 | 12                   | 0             | 0                    | 0                  |  |
|                          | GATWICK           | BRITANNIA AIRWAYS                      | C              | A        | 3                 | 0        | 0         | 67                         | 0             | 33            | 0                | 0                | 0                 | 16                   | 67            | 16                   | 3                  |  |
|                          | GATWICK           | BRITANNIA AIRWAYS                      | C              | D        | 4                 | 0        | 0         | 100                        | 0             | 0             | 0                | 0                | 0                 | 1                    | 100           | 1                    | 4                  |  |
|                          | MANCHESTER        | BRITANNIA AIRWAYS                      | C              | A        | 3                 | 0        | 0         | 0                          | 0             | 67            | 33               | 0                | 0                 | 51                   | 33            | 20                   | 3                  |  |
|                          | MANCHESTER        | BRITANNIA AIRWAYS                      | C              | D        | 4                 | 0        | 0         | 100                        | 0             | 0             | 0                | 0                | 0                 | 3                    | 100           | 0                    | 4                  |  |
|                          | GATWICK           | BRITISH AIRWAYS PLC                    | S              | A        | 67                | 0        | 0         | 84                         | 9             | 3             | 1                | 1                | 1                 | 15                   | 73            | 14                   | 64                 |  |
|                          | GATWICK           | BRITISH AIRWAYS PLC                    | S              | D        | 67                | 0        | 0         | 87                         | 9             | 0             | 4                | 0                | 0                 | 10                   | 89            | 6                    | 64                 |  |
|                          | STANSTED          | EASYJET AIRLINE COMPANY LTD            | S              | A        | 30                | 0        | 0         | 90                         | 7             | 0             | 0                | 0                | 3                 | 42                   | 63            | 20                   | 62                 |  |
|                          | STANSTED          | EASYJET AIRLINE COMPANY LTD            | S              | D        | 31                | 0        | 0         | 84                         | 10            | 6             | 0                | 0                | 0                 | 7                    | 48            | 23                   | 62                 |  |
| <b>TOTAL NAPLES</b>      |                   |  |                |          | <b>217</b>        | <b>1</b> | <b>0</b>  | <b>83</b>                  | <b>10</b>     | <b>4</b>      | <b>2</b>         | <b>0</b>         | <b>1</b>          | <b>16</b>            | <b>68</b>     | <b>15</b>            | <b>15</b>          |  |
| NEW ORLEANS              |                   |  |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
| <b>TOTAL NEW ORLEANS</b> |                   |  |                |          | <b>9</b>          | <b>0</b> | <b>0</b>  | <b>44</b>                  | <b>22</b>     | <b>11</b>     | <b>22</b>        | <b>0</b>         | <b>0</b>          | <b>32</b>            | <b>0</b>      | <b>0</b>             | <b>0</b>           |  |
| NEW YORK (JF KENNEDY)    |                   |  |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                          | HEATHROW          | AIR INDIA                              | S              | A        | 31                | 0        | 0         | 61                         | 26            | 6             | 3                | 3                | 0                 | 23                   | 61            | 45                   | 31                 |  |
|                          | HEATHROW          | AIR INDIA                              | S              | D        | 31                | 0        | 0         | 48                         | 16            | 10            | 23               | 3                | 0                 | 46                   | 61            | 20                   | 31                 |  |
|                          | HEATHROW          | AMERICAN AIRLINES                      | S              | A        | 178               | 0        | 1         | 56                         | 23            | 9             | 11               | 1                | 0                 | 25                   | 77            | 13                   | 153                |  |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: N

| ORIGIN / DESTINATION               | REPORTING AIRPORT | AIRLINE                     | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         | MAR 2003                   |                     |                            |                          |           |
|------------------------------------|-------------------|-----------------------------|-------------------|-------------|-------------------|----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|-----------|
|                                    |                   |                             |                   |             | Actual<br>(7)     | Plan (8) | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |           |
|                                    |                   |                             |                   |             |                   |          |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          | MATCHED   |
| NEW YORK (JF KENNEDY)              |                   |                             |                   |             |                   |          |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |           |
|                                    | HEATHROW          | AMERICAN AIRLINES           |                   | S D         | 179               | 0        | 0                          | 85               | 11               | 3                      | 1                      | 1                       | 0                          | 9                   | 90                         | 6                        | 154       |
|                                    | HEATHROW          | BRITISH AIRWAYS PLC         |                   | S A         | 211               | 0        | 1                          | 82               | 7                | 5                      | 5                      | 0                       | 0                          | 11                  | 91                         | 7                        | 225       |
|                                    | HEATHROW          | BRITISH AIRWAYS PLC         |                   | S D         | 212               | 0        | 0                          | 74               | 13               | 8                      | 5                      | 0                       | 0                          | 15                  | 76                         | 15                       | 225       |
|                                    | MANCHESTER        | BRITISH AIRWAYS PLC         |                   | S A         | 30                | 0        | 0                          | 87               | 7                | 7                      | 0                      | 0                       | 0                          | 5                   | 79                         | 12                       | 29        |
|                                    | MANCHESTER        | BRITISH AIRWAYS PLC         |                   | S D         | 30                | 0        | 1                          | 90               | 0                | 3                      | 7                      | 0                       | 0                          | 7                   | 93                         | 6                        | 29        |
|                                    | HEATHROW          | KUWAIT AIRWAYS              |                   | S A         | 13                | 0        | 0                          | 77               | 15               | 0                      | 8                      | 0                       | 0                          | 10                  | 78                         | 14                       | 9         |
|                                    | HEATHROW          | KUWAIT AIRWAYS              |                   | S D         | 13                | 0        | 0                          | 23               | 15               | 31                     | 23                     | 8                       | 0                          | 51                  | 33                         | 51                       | 9         |
|                                    | MANCHESTER        | PAKISTAN INTL AIRLINES      |                   | S A         | 17                | 0        | 0                          | 76               | 12               | 6                      | 0                      | 0                       | 6                          | 84                  | 79                         | 9                        | 19        |
|                                    | MANCHESTER        | PAKISTAN INTL AIRLINES      |                   | S D         | 17                | 0        | 0                          | 47               | 6                | 29                     | 6                      | 12                      | 0                          | 53                  | 56                         | 23                       | 18        |
|                                    | HEATHROW          | UNITED AIRLINES             |                   | S A         | 63                | 0        | 0                          | 89               | 6                | 2                      | 3                      | 0                       | 0                          | 8                   | 91                         | 5                        | 57        |
|                                    | HEATHROW          | UNITED AIRLINES             |                   | S D         | 62                | 0        | 0                          | 85               | 10               | 2                      | 2                      | 0                       | 2                          | 22                  | 90                         | 8                        | 58        |
|                                    | HEATHROW          | VIRGIN ATLANTIC AIRWAYS LTD |                   | S A         | 94                | 0        | 0                          | 40               | 19               | 26                     | 15                     | 0                       | 0                          | 30                  | 72                         | 16                       | 88        |
|                                    | HEATHROW          | VIRGIN ATLANTIC AIRWAYS LTD |                   | S D         | 94                | 0        | 0                          | 61               | 27               | 7                      | 4                      | 1                       | 0                          | 20                  | 83                         | 11                       | 88        |
| <b>TOTAL NEW YORK (JF KENNEDY)</b> |                   |                             |                   |             | <b>1275</b>       | <b>0</b> | <b>3</b>                   | <b>71</b>        | <b>14</b>        | <b>8</b>               | <b>6</b>               | <b>1</b>                | <b>0</b>                   | <b>19</b>           | <b>81</b>                  | <b>12</b>                | <b>12</b> |
| NEW YORK (NEWARK)                  |                   |                             |                   |             |                   |          |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |           |
|                                    | HEATHROW          | BRITISH AIRWAYS PLC         |                   | S A         | 83                | 0        | 0                          | 80               | 11               | 5                      | 4                      | 1                       | 0                          | 11                  | 92                         | 8                        | 62        |
|                                    | HEATHROW          | BRITISH AIRWAYS PLC         |                   | S D         | 83                | 0        | 0                          | 73               | 18               | 5                      | 4                      | 0                       | 0                          | 12                  | 81                         | 13                       | 62        |
|                                    | BIRMINGHAM        | CONTINENTAL AIRLINES        |                   | S A         | 31                | 0        | 0                          | 81               | 6                | 10                     | 3                      | 0                       | 0                          | 13                  | 90                         | 4                        | 31        |
|                                    | BIRMINGHAM        | CONTINENTAL AIRLINES        |                   | S D         | 30                | 0        | 1                          | 90               | 3                | 3                      | 0                      | 3                       | 0                          | 14                  | 97                         | 3                        | 31        |
|                                    | GATWICK           | CONTINENTAL AIRLINES        |                   | S A         | 62                | 0        | 0                          | 68               | 18               | 10                     | 5                      | 0                       | 0                          | 14                  | 83                         | 8                        | 54        |
|                                    | GATWICK           | CONTINENTAL AIRLINES        |                   | S D         | 62                | 1        | 0                          | 82               | 10               | 6                      | 2                      | 0                       | 0                          | 9                   | 85                         | 9                        | 54        |
|                                    | GLASGOW           | CONTINENTAL AIRLINES        |                   | S A         | 31                | 0        | 0                          | 58               | 23               | 13                     | 6                      | 0                       | 0                          | 18                  | 81                         | 14                       | 31        |
|                                    | GLASGOW           | CONTINENTAL AIRLINES        |                   | S D         | 31                | 0        | 0                          | 100              | 0                | 0                      | 0                      | 0                       | 0                          | 100                 | 2                          | 31                       |           |
|                                    | MANCHESTER        | CONTINENTAL AIRLINES        |                   | S A         | 31                | 0        | 0                          | 71               | 6                | 19                     | 3                      | 0                       | 0                          | 16                  | 87                         | 6                        | 31        |
|                                    | MANCHESTER        | CONTINENTAL AIRLINES        |                   | S D         | 31                | 0        | 0                          | 90               | 6                | 0                      | 3                      | 0                       | 0                          | 6                   | 97                         | 1                        | 31        |
|                                    | HEATHROW          | VIRGIN ATLANTIC AIRWAYS LTD |                   | S A         | 57                | 0        | 0                          | 56               | 18               | 19                     | 7                      | 0                       | 0                          | 21                  | 72                         | 16                       | 54        |
|                                    | HEATHROW          | VIRGIN ATLANTIC AIRWAYS LTD |                   | S D         | 57                | 0        | 0                          | 65               | 28               | 5                      | 2                      | 0                       | 0                          | 13                  | 67                         | 18                       | 54        |
| <b>TOTAL NEW YORK (NEWARK)</b>     |                   |                             |                   |             | <b>589</b>        | <b>4</b> | <b>1</b>                   | <b>75</b>        | <b>14</b>        | <b>8</b>               | <b>3</b>               | <b>0</b>                | <b>0</b>                   | <b>12</b>           | <b>85</b>                  | <b>9</b>                 | <b>9</b>  |
| NEWCASTLE                          |                   |                             |                   |             |                   |          |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |           |
|                                    | GATWICK           | BRITISH AIRWAYS PLC         |                   | S A         | 119               | 0        | 0                          | 92               | 6                | 3                      | 0                      | 0                       | 0                          | 4                   | 0                          | 0                        | 0         |
|                                    | GATWICK           | BRITISH AIRWAYS PLC         |                   | S D         | 119               | 0        | 0                          | 87               | 7                | 5                      | 1                      | 0                       | 0                          | 7                   | 0                          | 0                        | 0         |
|                                    | HEATHROW          | BRITISH AIRWAYS PLC         |                   | S A         | 204               | 0        | 0                          | 73               | 11               | 10                     | 6                      | 0                       | 0                          | 15                  | 77                         | 11                       | 178       |
|                                    | HEATHROW          | BRITISH AIRWAYS PLC         |                   | S D         | 204               | 0        | 0                          | 74               | 14               | 9                      | 3                      | 0                       | 0                          | 12                  | 86                         | 8                        | 180       |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: N

| ORIGIN / DESTINATION   | REPORTING AIRPORT | AIRLINE                         | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |           |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         | MAR 2003                   |                     |                            |                          |  |
|------------------------|-------------------|---------------------------------|-------------------|-------------|-------------------|-----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|--|
|                        |                   |                                 |                   |             | MATCHED           |           | UNMATCHED | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |  |
|                        |                   |                                 |                   |             | Actual<br>(7)     | Plan (8)  |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
| NEWCASTLE              |                   |                                 |                   |             |                   |           |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                        | BIRMINGHAM        | EASTERN AIRWAYS                 | S                 | A           | 87                | 0         | 5         | 91                         | 7                | 1                | 1                      | 0                      | 0                       | 4                          | 100                 | 0                          | 4                        |  |
|                        | BIRMINGHAM        | EASTERN AIRWAYS                 | S                 | D           | 88                | 0         | 4         | 94                         | 2                | 1                | 2                      | 0                      | 0                       | 4                          | 100                 | 1                          | 4                        |  |
|                        | STANSTED          | EASYJET AIRLINE COMPANY LTD     | S                 | A           | 119               | 0         | 0         | 76                         | 11               | 6                | 7                      | 1                      | 0                       | 14                         | 59                  | 24                         | 112                      |  |
|                        | STANSTED          | EASYJET AIRLINE COMPANY LTD     | S                 | D           | 119               | 0         | 0         | 57                         | 20               | 14               | 8                      | 0                      | 0                       | 21                         | 53                  | 23                         | 113                      |  |
| <b>TOTAL NEWCASTLE</b> |                   |                                 |                   |             | <b>1059</b>       | <b>5</b>  | <b>9</b>  | <b>79</b>                  | <b>11</b>        | <b>7</b>         | <b>4</b>               | <b>0</b>               | <b>0</b>                | <b>11</b>                  | <b>78</b>           | <b>12</b>                  | <b>12</b>                |  |
| NEWQUAY                |                   |                                 |                   |             |                   |           |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                        | GATWICK           | AIR SOUTHWEST                   | S                 | A           | 72                | 8         | 2         | 81                         | 7                | 7                | 6                      | 0                      | 0                       | 9                          | 0                   | 0                          | 0                        |  |
|                        | GATWICK           | AIR SOUTHWEST                   | S                 | D           | 59                | 2         | 3         | 88                         | 7                | 5                | 0                      | 0                      | 0                       | 6                          | 0                   | 0                          | 0                        |  |
|                        | STANSTED          | RYANAIR                         | S                 | A           | 53                | 0         | 1         | 91                         | 6                | 0                | 4                      | 0                      | 0                       | 7                          | 100                 | 0                          | 29                       |  |
|                        | STANSTED          | RYANAIR                         | S                 | D           | 54                | 0         | 0         | 91                         | 6                | 2                | 2                      | 0                      | 0                       | 8                          | 94                  | 5                          | 31                       |  |
| <b>TOTAL NEWQUAY</b>   |                   |                                 |                   |             | <b>240</b>        | <b>10</b> | <b>6</b>  | <b>87</b>                  | <b>6</b>         | <b>4</b>         | <b>3</b>               | <b>0</b>               | <b>0</b>                | <b>8</b>                   | <b>89</b>           | <b>6</b>                   | <b>6</b>                 |  |
| NICE                   |                   |                                 |                   |             |                   |           |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                        | HEATHROW          | BMI BRITISH MIDLAND             | S                 | A           | 62                | 0         | 0         | 58                         | 18               | 13               | 11                     | 0                      | 0                       | 21                         | 89                  | 4                          | 62                       |  |
|                        | HEATHROW          | BMI BRITISH MIDLAND             | S                 | D           | 62                | 0         | 0         | 68                         | 16               | 6                | 10                     | 0                      | 0                       | 17                         | 82                  | 8                          | 62                       |  |
|                        | MANCHESTER        | BRITISH AIRWAYS CITIEXPRESS LTD | S                 | A           | 30                | 0         | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 0                          | 71                  | 18                         | 31                       |  |
|                        | MANCHESTER        | BRITISH AIRWAYS CITIEXPRESS LTD | S                 | D           | 31                | 0         | 0         | 97                         | 0                | 3                | 0                      | 0                      | 0                       | 2                          | 81                  | 10                         | 31                       |  |
|                        | GATWICK           | BRITISH AIRWAYS PLC             | S                 | A           | 35                | 0         | 0         | 89                         | 6                | 3                | 3                      | 0                      | 0                       | 6                          | 0                   | 0                          | 0                        |  |
|                        | GATWICK           | BRITISH AIRWAYS PLC             | S                 | D           | 35                | 0         | 0         | 89                         | 3                | 3                | 6                      | 0                      | 0                       | 9                          | 0                   | 0                          | 0                        |  |
|                        | HEATHROW          | BRITISH AIRWAYS PLC             | S                 | A           | 124               | 1         | 0         | 73                         | 10               | 10               | 6                      | 0                      | 0                       | 12                         | 88                  | 5                          | 123                      |  |
|                        | HEATHROW          | BRITISH AIRWAYS PLC             | S                 | D           | 124               | 1         | 0         | 71                         | 15               | 7                | 6                      | 0                      | 0                       | 14                         | 89                  | 6                          | 123                      |  |
|                        | BIRMINGHAM        | DUO AIRWAYS LTD                 | S                 | A           | 4                 | 0         | 4         | 75                         | 0                | 25               | 0                      | 0                      | 0                       | 15                         | 96                  | 3                          | 23                       |  |
|                        | BIRMINGHAM        | DUO AIRWAYS LTD                 | S                 | D           | 4                 | 0         | 4         | 75                         | 0                | 0                | 25                     | 0                      | 0                       | 23                         | 78                  | 7                          | 23                       |  |
|                        | GATWICK           | EASYJET AIRLINE COMPANY LTD     | S                 | A           | 41                | 0         | 2         | 78                         | 7                | 12               | 0                      | 2                      | 0                       | 16                         | 84                  | 13                         | 31                       |  |
|                        | GATWICK           | EASYJET AIRLINE COMPANY LTD     | S                 | D           | 42                | 0         | 0         | 83                         | 10               | 5                | 0                      | 2                      | 0                       | 14                         | 84                  | 14                         | 31                       |  |
|                        | LUTON             | EASYJET AIRLINE COMPANY LTD     | S                 | A           | 98                | 0         | 1         | 80                         | 8                | 7                | 5                      | 0                      | 0                       | 11                         | 79                  | 10                         | 94                       |  |
|                        | LUTON             | EASYJET AIRLINE COMPANY LTD     | S                 | D           | 99                | 0         | 0         | 67                         | 12               | 15               | 6                      | 0                      | 0                       | 18                         | 66                  | 19                         | 95                       |  |
|                        | STANSTED          | EASYJET AIRLINE COMPANY LTD     | S                 | A           | 31                | 0         | 0         | 84                         | 3                | 10               | 3                      | 0                      | 0                       | 8                          | 80                  | 16                         | 30                       |  |
|                        | STANSTED          | EASYJET AIRLINE COMPANY LTD     | S                 | D           | 31                | 0         | 0         | 84                         | 6                | 6                | 3                      | 0                      | 0                       | 10                         | 61                  | 16                         | 31                       |  |
| <b>TOTAL NICE</b>      |                   |                                 |                   |             | <b>855</b>        | <b>2</b>  | <b>11</b> | <b>76</b>                  | <b>10</b>        | <b>8</b>         | <b>5</b>               | <b>0</b>               | <b>0</b>                | <b>13</b>                  | <b>82</b>           | <b>10</b>                  | <b>10</b>                |  |
| NIEDERRHEIN            |                   |                                 |                   |             |                   |           |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                        | MANCHESTER        | DUTCHBIRD                       | S                 | A           | 27                | 0         | 0         | 56                         | 26               | 4                | 11                     | 4                      | 0                       | 25                         | 0                   | 0                          | 0                        |  |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: N

| ORIGIN / DESTINATION                        | REPORTING AIRPORT | AIRLINE                     | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |           |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         | MAR 2003                   |                     |                            |                          |  |
|---|-------------------|-----------------------------|-------------------|-------------|-------------------|-----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|--|
|   |                   |                             |                   |             | MATCHED           |           | UNMATCHED | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |  |
|   |                   |                             |                   |             | Actual<br>(7)     | Plan (8)  |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
| NIEDERRHEIN                                 |                   |                             |                   |             |                   |           |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|   | MANCHESTER        | DUTCHBIRD                   | S                 | D           | 27                | 0         | 0         | 67                         | 15               | 7                | 7                      | 4                      | 0                       | 19                         | 0                   | 0                          | 0                        |  |
|   | STANSTED          | RYANAIR                     | S                 | A           | 84                | 0         | 1         | 89                         | 8                | 0                | 2                      | 0                      | 0                       | 5                          | 0                   | 0                          | 0                        |  |
|   | STANSTED          | RYANAIR                     | S                 | D           | 85                | 0         | 0         | 75                         | 18               | 6                | 1                      | 0                      | 0                       | 9                          | 0                   | 0                          | 0                        |  |
| <b>TOTAL NIEDERRHEIN</b>                    |                   |                             |                   |             | <b>223</b>        | <b>0</b>  | <b>1</b>  | <b>77</b>                  | <b>15</b>        | <b>4</b>         | <b>4</b>               | <b>1</b>               | <b>0</b>                | <b>11</b>                  | <b>0</b>            | <b>0</b>                   | <b>0</b>                 |  |
| NIMES                                       |                   |                             |                   |             |                   |           |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|   | STANSTED          | RYANAIR                     | S                 | A           | 31                | 0         | 3         | 81                         | 10               | 6                | 0                      | 3                      | 0                       | 13                         | 94                  | 5                          | 31                       |  |
|   | STANSTED          | RYANAIR                     | S                 | D           | 31                | 0         | 0         | 65                         | 23               | 6                | 3                      | 3                      | 0                       | 21                         | 42                  | 20                         | 31                       |  |
| <b>TOTAL NIMES</b>                          |                   |                             |                   |             | <b>62</b>         | <b>0</b>  | <b>3</b>  | <b>73</b>                  | <b>16</b>        | <b>6</b>         | <b>2</b>               | <b>3</b>               | <b>0</b>                | <b>17</b>                  | <b>68</b>           | <b>13</b>                  | <b>13</b>                |  |
| NORTHOLT                                    |                   |                             |                   |             |                   |           |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
| NORWICH                                     |                   |                             |                   |             |                   |           |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|   | MANCHESTER        | BMI REGIONAL                | S                 | A           | 23                | 0         | 0         | 87                         | 0                | 9                | 4                      | 0                      | 0                       | 12                         | 0                   | 0                          | 0                        |  |
|   | MANCHESTER        | BMI REGIONAL                | S                 | D           | 22                | 0         | 0         | 95                         | 0                | 5                | 0                      | 0                      | 0                       | 2                          | 0                   | 0                          | 0                        |  |
|   | EDINBURGH         | EASTERN AIRWAYS             | S                 | A           | 73                | 0         | 0         | 93                         | 5                | 0                | 1                      | 0                      | 0                       | 5                          | 89                  | 6                          | 65                       |  |
|   | EDINBURGH         | EASTERN AIRWAYS             | S                 | D           | 73                | 0         | 0         | 93                         | 4                | 0                | 3                      | 0                      | 0                       | 5                          | 91                  | 5                          | 66                       |  |
|   | MANCHESTER        | EASTERN AIRWAYS             | S                 | A           | 69                | 0         | 0         | 88                         | 1                | 9                | 1                      | 0                      | 0                       | 6                          | 95                  | 6                          | 63                       |  |
|   | MANCHESTER        | EASTERN AIRWAYS             | S                 | D           | 69                | 0         | 0         | 90                         | 7                | 1                | 1                      | 0                      | 0                       | 3                          | 98                  | 3                          | 62                       |  |
| <b>TOTAL NORWICH</b>                        |                   |                             |                   |             | <b>329</b>        | <b>0</b>  | <b>0</b>  | <b>91</b>                  | <b>4</b>         | <b>3</b>         | <b>2</b>               | <b>0</b>               | <b>0</b>                | <b>5</b>                   | <b>93</b>           | <b>5</b>                   | <b>5</b>                 |  |
| NOTTINGHAM EAST MIDLAN                      |                   |                             |                   |             |                   |           |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|   | EDINBURGH         | BMI BRITISH MIDLAND         | S                 | A           | 33                | 0         | 0         | 91                         | 0                | 9                | 0                      | 0                      | 0                       | 5                          | 78                  | 13                         | 82                       |  |
|   | EDINBURGH         | BMI BRITISH MIDLAND         | S                 | D           | 33                | 0         | 1         | 79                         | 15               | 3                | 3                      | 0                      | 0                       | 9                          | 76                  | 14                         | 82                       |  |
|   | GLASGOW           | BMI BRITISH MIDLAND         | S                 | A           | 21                | 0         | 0         | 86                         | 0                | 10               | 5                      | 0                      | 0                       | 10                         | 83                  | 12                         | 81                       |  |
|   | GLASGOW           | BMI BRITISH MIDLAND         | S                 | D           | 21                | 0         | 0         | 81                         | 5                | 10               | 5                      | 0                      | 0                       | 11                         | 74                  | 15                         | 81                       |  |
|   | EDINBURGH         | BMIBABY LTD                 | S                 | A           | 53                | 3         | 0         | 87                         | 8                | 2                | 4                      | 0                      | 0                       | 8                          | 0                   | 0                          | 0                        |  |
|   | EDINBURGH         | BMIBABY LTD                 | S                 | D           | 52                | 3         | 0         | 77                         | 10               | 10               | 4                      | 0                      | 0                       | 13                         | 0                   | 0                          | 0                        |  |
|   | GLASGOW           | BMIBABY LTD                 | S                 | A           | 37                | 0         | 0         | 73                         | 11               | 5                | 11                     | 0                      | 0                       | 22                         | 0                   | 0                          | 0                        |  |
|   | GLASGOW           | BMIBABY LTD                 | S                 | D           | 37                | 0         | 0         | 65                         | 19               | 5                | 11                     | 0                      | 0                       | 23                         | 0                   | 0                          | 0                        |  |
|   | EDINBURGH         | EASYJET AIRLINE COMPANY LTD | S                 | A           | 56                | 1         | 0         | 79                         | 7                | 7                | 5                      | 2                      | 0                       | 15                         | 92                  | 4                          | 52                       |  |
|   | EDINBURGH         | EASYJET AIRLINE COMPANY LTD | S                 | D           | 56                | 1         | 0         | 63                         | 18               | 11               | 7                      | 2                      | 0                       | 21                         | 83                  | 7                          | 52                       |  |
|   | GLASGOW           | EASYJET AIRLINE COMPANY LTD | S                 | A           | 56                | 1         | 0         | 89                         | 4                | 2                | 5                      | 0                      | 0                       | 10                         | 94                  | 5                          | 52                       |  |
|   | GLASGOW           | EASYJET AIRLINE COMPANY LTD | S                 | D           | 56                | 1         | 0         | 80                         | 13               | 0                | 7                      | 0                      | 0                       | 13                         | 81                  | 9                          | 52                       |  |
| <b>TOTAL NOTTINGHAM EAST MIDLANDS INT'L</b> |                   |                             |                   |             | <b>511</b>        | <b>11</b> | <b>1</b>  | <b>79</b>                  | <b>10</b>        | <b>6</b>         | <b>6</b>               | <b>0</b>               | <b>0</b>                | <b>14</b>                  | <b>81</b>           | <b>11</b>                  | <b>11</b>                |  |
| NUREMBERG                                   |                   |                             |                   |             |                   |           |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |

ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: N

| ORIGIN / DESTINATION   | REPORTING AIRPORT | AIRLINE    | NUMBER OF FLIGHTS |             |               |          |               |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         | MAR 2003                   |                     |                            |                          |
|------------------------|-------------------|------------|-------------------|-------------|---------------|----------|---------------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|
|                        |                   |            | CHARTER/<br>SCHED | ARR/<br>DEP | MATCHED       |          | UNMATCHED     |           | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |
|                        |                   |            |                   |             | Actual<br>(7) | Plan (8) | Actual<br>(7) | Plan (8)  |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |
| NUREMBERG              | STANSTED          | AIR BERLIN | S                 | A           | 31            | 0        | 0             | 90        | 10                         | 0                | 0                | 0                      | 0                      | 5                       | 92                         | 4                   | 59                         |                          |
|                        | STANSTED          | AIR BERLIN | S                 | D           | 31            | 0        | 0             | 77        | 19                         | 3                | 0                | 0                      | 0                      | 8                       | 88                         | 9                   | 59                         |                          |
| <b>TOTAL NUREMBERG</b> |                   |            |                   |             | <b>62</b>     | <b>0</b> | <b>0</b>      | <b>84</b> | <b>15</b>                  | <b>2</b>         | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>6</b>                | <b>90</b>                  | <b>6</b>            | <b>6</b>                   |                          |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: O

| ORIGIN / DESTINATION           | REPORTING AIRPORT | AIRLINE                     | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         | MAR 2003                   |                     |                            |                          |  |
|--------------------------------|-------------------|-----------------------------|-------------------|-------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|--|
|                                |                   |                             |                   |             | MATCHED           |          | UNMATCHED | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |  |
|                                |                   |                             |                   |             | Actual<br>(7)     | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
| OLBIA                          |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                                | STANSTED          | RYANAIR                     |                   | S A         | 9                 | 0        | 0         | 78                         | 22               | 0                | 0                      | 0                      | 0                       | 11                         | 0                   | 0                          | 0                        |  |
|                                | STANSTED          | RYANAIR                     |                   | S D         | 9                 | 0        | 0         | 89                         | 11               | 0                | 0                      | 0                      | 0                       | 8                          | 0                   | 0                          | 0                        |  |
| <b>TOTAL OLBIA</b>             |                   |                             |                   |             | <b>18</b>         | <b>0</b> | <b>0</b>  | <b>83</b>                  | <b>17</b>        | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>10</b>                  | <b>0</b>            | <b>0</b>                   | <b>0</b>                 |  |
| OPORTO (PORTUGAL)              |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                                | MANCHESTER        | AIR LUXOR                   |                   | C D         | 2                 | 0        | 0         | 0                          | 50               | 50               | 0                      | 0                      | 0                       | 39                         | 0                   | 0                          | 0                        |  |
|                                | GATWICK           | AIR PORTUGAL                |                   | S A         | 27                | 0        | 0         | 63                         | 30               | 4                | 4                      | 0                      | 0                       | 17                         | 70                  | 14                         | 10                       |  |
|                                | GATWICK           | AIR PORTUGAL                |                   | S D         | 12                | 0        | 0         | 83                         | 8                | 8                | 0                      | 0                      | 0                       | 8                          | 90                  | 8                          | 10                       |  |
|                                | HEATHROW          | AIR PORTUGAL                |                   | S A         | 35                | 0        | 0         | 31                         | 31               | 29               | 9                      | 0                      | 0                       | 29                         | 82                  | 10                         | 50                       |  |
|                                | HEATHROW          | AIR PORTUGAL                |                   | S D         | 50                | 0        | 0         | 50                         | 28               | 10               | 12                     | 0                      | 0                       | 23                         | 94                  | 5                          | 50                       |  |
|                                | GATWICK           | GB AIRWAYS LTD              |                   | S A         | 23                | 0        | 0         | 74                         | 9                | 4                | 13                     | 0                      | 0                       | 18                         | 64                  | 13                         | 28                       |  |
|                                | GATWICK           | GB AIRWAYS LTD              |                   | S D         | 23                | 0        | 0         | 70                         | 9                | 9                | 13                     | 0                      | 0                       | 24                         | 64                  | 15                         | 28                       |  |
|                                | MANCHESTER        | SATA                        |                   | C A         | 2                 | 0        | 0         | 50                         | 0                | 0                | 50                     | 0                      | 0                       | 35                         | 0                   | 0                          | 0                        |  |
|                                | MANCHESTER        | SATA                        |                   | C D         | 2                 | 0        | 0         | 50                         | 0                | 50               | 0                      | 0                      | 0                       | 27                         | 0                   | 0                          | 0                        |  |
|                                | MANCHESTER        | SPANAIR                     |                   | C A         | 3                 | 0        | 0         | 0                          | 33               | 67               | 0                      | 0                      | 0                       | 27                         | 0                   | 0                          | 0                        |  |
|                                | MANCHESTER        | SPANAIR                     |                   | C D         | 3                 | 0        | 0         | 0                          | 0                | 33               | 67                     | 0                      | 0                       | 60                         | 0                   | 0                          | 0                        |  |
| <b>TOTAL OPORTO (PORTUGAL)</b> |                   |                             |                   |             | <b>187</b>        | <b>0</b> | <b>0</b>  | <b>52</b>                  | <b>22</b>        | <b>14</b>        | <b>12</b>              | <b>0</b>               | <b>0</b>                | <b>24</b>                  | <b>80</b>           | <b>10</b>                  | <b>10</b>                |  |
| ORAN ES SENIA                  |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
| ORLANDO                        |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                                | GATWICK           | BRITISH AIRWAYS PLC         |                   | S A         | 31                | 0        | 0         | 71                         | 19               | 10               | 0                      | 0                      | 0                       | 11                         | 77                  | 13                         | 31                       |  |
|                                | GATWICK           | BRITISH AIRWAYS PLC         |                   | S D         | 31                | 0        | 0         | 90                         | 6                | 3                | 0                      | 0                      | 0                       | 5                          | 84                  | 9                          | 31                       |  |
|                                | GATWICK           | VIRGIN ATLANTIC AIRWAYS LTD |                   | S A         | 56                | 1        | 2         | 55                         | 14               | 18               | 13                     | 0                      | 0                       | 22                         | 58                  | 19                         | 62                       |  |
|                                | GATWICK           | VIRGIN ATLANTIC AIRWAYS LTD |                   | S D         | 56                | 1        | 1         | 39                         | 21               | 23               | 16                     | 0                      | 0                       | 32                         | 66                  | 17                         | 62                       |  |
|                                | MANCHESTER        | VIRGIN ATLANTIC AIRWAYS LTD |                   | S A         | 21                | 0        | 0         | 86                         | 5                | 0                | 10                     | 0                      | 0                       | 12                         | 0                   | 0                          | 0                        |  |
|                                | MANCHESTER        | VIRGIN ATLANTIC AIRWAYS LTD |                   | S D         | 22                | 0        | 0         | 68                         | 18               | 5                | 5                      | 5                      | 0                       | 27                         | 0                   | 0                          | 0                        |  |
| <b>TOTAL ORLANDO</b>           |                   |                             |                   |             | <b>217</b>        | <b>2</b> | <b>3</b>  | <b>63</b>                  | <b>15</b>        | <b>13</b>        | <b>9</b>               | <b>0</b>               | <b>0</b>                | <b>20</b>                  | <b>68</b>           | <b>16</b>                  | <b>16</b>                |  |
| OSAKA (KANSAI)                 |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                                | HEATHROW          | JAPAN AIRLINES              |                   | S A         | 31                | 0        | 0         | 94                         | 6                | 0                | 0                      | 0                      | 0                       | 3                          | 90                  | 3                          | 31                       |  |
|                                | HEATHROW          | JAPAN AIRLINES              |                   | S D         | 31                | 0        | 0         | 74                         | 16               | 10               | 0                      | 0                      | 0                       | 12                         | 87                  | 6                          | 31                       |  |
| <b>TOTAL OSAKA (KANSAI)</b>    |                   |                             |                   |             | <b>62</b>         | <b>0</b> | <b>0</b>  | <b>84</b>                  | <b>11</b>        | <b>5</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>8</b>                   | <b>89</b>           | <b>5</b>                   | <b>5</b>                 |  |
| OSLO (GARDERMOEN)              |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                                | NEWCASTLE         | BRAATHENS ASA               |                   | C A         | 5                 | 0        | 0         | 60                         | 0                | 40               | 0                      | 0                      | 0                       | 18                         | 0                   | 0                          | 0                        |  |
|                                | NEWCASTLE         | BRAATHENS ASA               |                   | C D         | 5                 | 0        | 0         | 0                          | 0                | 40               | 60                     | 0                      | 0                       | 82                         | 0                   | 0                          | 0                        |  |



## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: O

| ORIGIN / DESTINATION              | REPORTING AIRPORT | AIRLINE                         | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |           |          | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         | MAR 2003                   |                     |                            |                          |
|-----------------------------------|-------------------|---------------------------------|-------------------|-------------|-------------------|-----------|----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|
|                                   |                   |                                 |                   |             | Actual<br>(7)     | UNMATCHED |          | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |
|                                   |                   |                                 |                   |             |                   | Plan (8)  |          |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |
| OSLO (GARDERMOEN)                 | MANCHESTER        | BRITISH AIRWAYS CITIEXPRESS LTD | S                 | A           | 55                | 0         | 0        | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 0                          | 83                  | 9                          | 52                       |
|                                   | MANCHESTER        | BRITISH AIRWAYS CITIEXPRESS LTD | S                 | D           | 54                | 0         | 0        | 94                         | 2                | 4                | 0                      | 0                      | 0                       | 2                          | 92                  | 4                          | 52                       |
|                                   | HEATHROW          | BRITISH AIRWAYS PLC             | S                 | A           | 124               | 0         | 0        | 80                         | 10               | 7                | 2                      | 0                      | 0                       | 9                          | 82                  | 14                         | 124                      |
|                                   | HEATHROW          | BRITISH AIRWAYS PLC             | S                 | D           | 124               | 0         | 0        | 71                         | 15               | 10               | 3                      | 0                      | 0                       | 12                         | 77                  | 11                         | 124                      |
|                                   | BIRMINGHAM        | DUO AIRWAYS LTD                 | S                 | A           | 20                | 0         | 2        | 90                         | 0                | 5                | 5                      | 0                      | 0                       | 8                          | 0                   | 0                          | 0                        |
|                                   | BIRMINGHAM        | DUO AIRWAYS LTD                 | S                 | D           | 20                | 0         | 2        | 95                         | 0                | 5                | 0                      | 0                      | 0                       | 4                          | 0                   | 0                          | 0                        |
|                                   | EDINBURGH         | DUO AIRWAYS LTD                 | S                 | A           | 27                | 0         | 1        | 78                         | 7                | 7                | 7                      | 0                      | 0                       | 12                         | 0                   | 0                          | 0                        |
|                                   | EDINBURGH         | DUO AIRWAYS LTD                 | S                 | D           | 27                | 0         | 0        | 67                         | 11               | 19               | 4                      | 0                      | 0                       | 17                         | 0                   | 0                          | 0                        |
|                                   | NEWCASTLE         | MONARCH AIRLINES                | C                 | A           | 2                 | 0         | 0        | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 12                         | 0                   | 0                          | 0                        |
|                                   | NEWCASTLE         | MONARCH AIRLINES                | C                 | D           | 2                 | 0         | 0        | 0                          | 0                | 0                | 100                    | 0                      | 0                       | 124                        | 0                   | 0                          | 0                        |
|                                   | HEATHROW          | SAS                             | S                 | A           | 151               | 0         | 0        | 84                         | 8                | 7                | 1                      | 0                      | 0                       | 7                          | 80                  | 8                          | 150                      |
|                                   | HEATHROW          | SAS                             | S                 | D           | 151               | 0         | 0        | 88                         | 8                | 3                | 1                      | 0                      | 0                       | 6                          | 84                  | 9                          | 150                      |
| <b>TOTAL OSLO (GARDERMOEN)</b>    |                   |                                 |                   |             | <b>767</b>        | <b>1</b>  | <b>5</b> | <b>83</b>                  | <b>8</b>         | <b>7</b>         | <b>2</b>               | <b>0</b>               | <b>0</b>                | <b>9</b>                   | <b>82</b>           | <b>10</b>                  | <b>10</b>                |
| OSTERSUND / FROSON                | GATWICK           | FLYBE.BRITISH EUROPEAN          | C                 | A           | 4                 | 0         | 0        | 50                         | 50               | 0                | 0                      | 0                      | 0                       | 18                         | 0                   | 0                          | 0                        |
|                                   | GATWICK           | FLYBE.BRITISH EUROPEAN          | C                 | D           | 4                 | 0         | 0        | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 1                          | 0                   | 0                          | 0                        |
| <b>TOTAL OSTERSUND / FROSON</b>   |                   |                                 |                   |             | <b>8</b>          | <b>0</b>  | <b>0</b> | <b>75</b>                  | <b>25</b>        | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>9</b>                   | <b>44</b>           | <b>24</b>                  | <b>24</b>                |
| OTTAWA INTERNATIONAL              | HEATHROW          | AIR CANADA                      | S                 | A           | 22                | 0         | 0        | 73                         | 18               | 5                | 5                      | 0                      | 0                       | 11                         | 60                  | 19                         | 30                       |
|                                   | HEATHROW          | AIR CANADA                      | S                 | D           | 22                | 0         | 0        | 68                         | 23               | 5                | 5                      | 0                      | 0                       | 14                         | 76                  | 11                         | 21                       |
| <b>TOTAL OTTAWA INTERNATIONAL</b> |                   |                                 |                   |             | <b>44</b>         | <b>0</b>  | <b>0</b> | <b>70</b>                  | <b>20</b>        | <b>5</b>         | <b>5</b>               | <b>0</b>               | <b>0</b>                | <b>12</b>                  | <b>67</b>           | <b>16</b>                  | <b>16</b>                |
| OUARGLA                           | GATWICK           | AIR ALGERIE                     | C                 | A           | 8                 | 0         | 0        | 63                         | 0                | 13               | 13                     | 13                     | 0                       | 47                         | 0                   | 0                          | 0                        |
|                                   | GATWICK           | AIR ALGERIE                     | C                 | D           | 8                 | 0         | 0        | 50                         | 13               | 13               | 25                     | 0                      | 0                       | 42                         | 0                   | 0                          | 0                        |
| <b>TOTAL OUARGLA</b>              |                   |                                 |                   |             | <b>16</b>         | <b>0</b>  | <b>0</b> | <b>56</b>                  | <b>6</b>         | <b>13</b>        | <b>19</b>              | <b>6</b>               | <b>0</b>                | <b>45</b>                  | <b>0</b>            | <b>0</b>                   | <b>0</b>                 |
| OVDA                              | HEATHROW          | EL AL                           | S                 | A           | 5                 | 0         | 0        | 60                         | 0                | 20               | 20                     | 0                      | 0                       | 38                         | 100                 | 0                          | 1                        |
|                                   | HEATHROW          | EL AL                           | S                 | D           | 4                 | 0         | 0        | 75                         | 0                | 25               | 0                      | 0                      | 0                       | 12                         | 100                 | 0                          | 1                        |
|                                   | MANCHESTER        | FLYJET LTD                      | C                 | A           | 5                 | 0         | 0        | 60                         | 40               | 0                | 0                      | 0                      | 0                       | 14                         | 0                   | 0                          | 0                        |
|                                   | MANCHESTER        | FLYJET LTD                      | C                 | D           | 5                 | 0         | 0        | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 2                          | 0                   | 0                          | 0                        |
| <b>TOTAL OVDA</b>                 |                   |                                 |                   |             | <b>19</b>         | <b>10</b> | <b>0</b> | <b>74</b>                  | <b>11</b>        | <b>11</b>        | <b>5</b>               | <b>0</b>               | <b>0</b>                | <b>17</b>                  | <b>100</b>          | <b>0</b>                   | <b>0</b>                 |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: P

| ORIGIN / DESTINATION   | REPORTING AIRPORT | AIRLINE              | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |          | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  |                   | MAR 2003             |               |                      |                    |           |           |
|------------------------|-------------------|----------------------|----------------|----------|-------------------|----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|-----------|-----------|
|                        |                   |                      |                |          | Actual (7)        | Plan (8) | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |           |           |
|                        |                   |                      |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    | MATCHED   | UNMATCHED |
| PADERBORN              |                   |                      |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |           |
|                        | STANSTED          | AIR BERLIN           | S              | A        | 43                | 0        | 0                          | 91            | 5             | 0                | 2                | 2                 | 0                    | 10            | 100                  | 1                  | 31        |           |
|                        | STANSTED          | AIR BERLIN           | S              | D        | 43                | 0        | 0                          | 88            | 9             | 0                | 2                | 0                 | 0                    | 8             | 100                  | 1                  | 29        |           |
|                        | BIRMINGHAM        | EUROPEAN AIR CHARTER | C              | A        | 4                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 2             | 100                  | 0                  | 5         |           |
|                        | BIRMINGHAM        | EUROPEAN AIR CHARTER | C              | D        | 4                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 2             | 100                  | 6                  | 5         |           |
| <b>TOTAL PADERBORN</b> |                   |                      |                |          | <b>94</b>         | <b>0</b> | <b>0</b>                   | <b>90</b>     | <b>6</b>      | <b>0</b>         | <b>2</b>         | <b>1</b>          | <b>0</b>             | <b>8</b>      | <b>100</b>           | <b>1</b>           | <b>1</b>  |           |
| PALERMO                |                   |                      |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |           |
|                        | STANSTED          | RYANAIR              | S              | A        | 31                | 0        | 0                          | 84            | 13            | 0                | 3                | 0                 | 0                    | 9             | 0                    | 0                  | 0         |           |
|                        | STANSTED          | RYANAIR              | S              | D        | 31                | 0        | 0                          | 77            | 16            | 3                | 3                | 0                 | 0                    | 13            | 0                    | 0                  | 0         |           |
| <b>TOTAL PALERMO</b>   |                   |                      |                |          | <b>62</b>         | <b>0</b> | <b>0</b>                   | <b>81</b>     | <b>15</b>     | <b>2</b>         | <b>3</b>         | <b>0</b>          | <b>0</b>             | <b>11</b>     | <b>40</b>            | <b>17</b>          | <b>17</b> |           |
| PALMA DE MALLORCA      |                   |                      |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |           |
|                        | STANSTED          | AIR BERLIN           | S              | A        | 8                 | 0        | 1                          | 50            | 25            | 25               | 0                | 0                 | 0                    | 17            | 0                    | 0                  | 0         |           |
|                        | STANSTED          | AIR BERLIN           | S              | D        | 9                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 2             | 0                    | 0                  | 0         |           |
|                        | GATWICK           | AIR EUROPA           | S              | A        | 16                | 0        | 1                          | 69            | 0             | 19               | 6                | 0                 | 6                    | 39            | 80                   | 6                  | 10        |           |
|                        | GATWICK           | AIR EUROPA           | S              | D        | 18                | 0        | 0                          | 72            | 11            | 11               | 6                | 0                 | 0                    | 15            | 90                   | 5                  | 10        |           |
|                        | HEATHROW          | BMI BRITISH MIDLAND  | S              | A        | 31                | 0        | 0                          | 13            | 42            | 29               | 16               | 0                 | 0                    | 37            | 81                   | 14                 | 31        |           |
|                        | HEATHROW          | BMI BRITISH MIDLAND  | S              | D        | 31                | 0        | 0                          | 42            | 32            | 16               | 10               | 0                 | 0                    | 27            | 71                   | 10                 | 31        |           |
|                        | MANCHESTER        | BMI BRITISH MIDLAND  | S              | A        | 11                | 0        | 0                          | 9             | 27            | 64               | 0                | 0                 | 0                    | 40            | 0                    | 0                  | 0         |           |
|                        | MANCHESTER        | BMI BRITISH MIDLAND  | S              | D        | 11                | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 2             | 0                    | 0                  | 0         |           |
|                        | MANCHESTER        | BMIBABY LTD          | S              | A        | 20                | 0        | 0                          | 10            | 25            | 45               | 20               | 0                 | 0                    | 46            | 0                    | 0                  | 0         |           |
|                        | MANCHESTER        | BMIBABY LTD          | S              | D        | 20                | 0        | 0                          | 65            | 15            | 10               | 10               | 0                 | 0                    | 17            | 0                    | 0                  | 0         |           |
|                        | BIRMINGHAM        | BRITANNIA AIRWAYS    | C              | A        | 9                 | 0        | 0                          | 67            | 11            | 0                | 22               | 0                 | 0                    | 24            | 67                   | 11                 | 9         |           |
|                        | BIRMINGHAM        | BRITANNIA AIRWAYS    | C              | D        | 9                 | 0        | 0                          | 89            | 0             | 0                | 11               | 0                 | 0                    | 22            | 100                  | 2                  | 9         |           |
|                        | GATWICK           | BRITANNIA AIRWAYS    | C              | A        | 9                 | 0        | 0                          | 56            | 11            | 22               | 11               | 0                 | 0                    | 22            | 33                   | 22                 | 9         |           |
|                        | GATWICK           | BRITANNIA AIRWAYS    | C              | D        | 9                 | 0        | 0                          | 89            | 0             | 0                | 11               | 0                 | 0                    | 13            | 78                   | 8                  | 9         |           |
|                        | GLASGOW           | BRITANNIA AIRWAYS    | C              | A        | 9                 | 0        | 0                          | 67            | 33            | 0                | 0                | 0                 | 0                    | 11            | 56                   | 20                 | 9         |           |
|                        | GLASGOW           | BRITANNIA AIRWAYS    | C              | D        | 9                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 3             | 100                  | 4                  | 9         |           |
|                        | LUTON             | BRITANNIA AIRWAYS    | C              | D        | 2                 | 0        | 0                          | 50            | 50            | 0                | 0                | 0                 | 0                    | 13            | 60                   | 16                 | 5         |           |
|                        | MANCHESTER        | BRITANNIA AIRWAYS    | C              | A        | 9                 | 1        | 0                          | 44            | 22            | 33               | 0                | 0                 | 0                    | 22            | 67                   | 12                 | 9         |           |
|                        | MANCHESTER        | BRITANNIA AIRWAYS    | C              | D        | 9                 | 0        | 0                          | 78            | 0             | 11               | 11               | 0                 | 0                    | 16            | 100                  | 2                  | 9         |           |
|                        | NEWCASTLE         | BRITANNIA AIRWAYS    | C              | A        | 4                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 6             | 67                   | 12                 | 3         |           |
|                        | NEWCASTLE         | BRITANNIA AIRWAYS    | C              | D        | 4                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 1             | 100                  | 0                  | 4         |           |
|                        | STANSTED          | BRITANNIA AIRWAYS    | C              | A        | 4                 | 0        | 0                          | 25            | 25            | 0                | 25               | 25                | 0                    | 79            | 100                  | 0                  | 4         |           |
|                        | STANSTED          | BRITANNIA AIRWAYS    | C              | D        | 4                 | 0        | 0                          | 25            | 25            | 0                | 50               | 0                 | 0                    | 50            | 100                  | 1                  | 4         |           |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: P

| ORIGIN / DESTINATION | REPORTING AIRPORT | AIRLINE                     | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          |                        | PERCENTAGE OF FLIGHTS LATE |                  |                        |                        |                         | MAR 2003                   |                     |                            |                          |         |           |
|----------------------|-------------------|-----------------------------|-------------------|-------------|-------------------|----------|------------------------|----------------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|---------|-----------|
|                      |                   |                             |                   |             | Actual<br>(7)     | Plan (8) | Early<br>to 15<br>mins | 16 to<br>30 mins           | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |         |           |
|                      |                   |                             |                   |             |                   |          |                        |                            |                  |                        |                        |                         |                            |                     |                            |                          | MATCHED | UNMATCHED |
| PALMA DE MALLORCA    |                   |                             |                   |             |                   |          |                        |                            |                  |                        |                        |                         |                            |                     |                            |                          |         |           |
|                      | GATWICK           | EASYJET AIRLINE COMPANY LTD | S                 | A           | 35                | 0        | 0                      | 86                         | 9                | 6                      | 0                      | 0                       | 0                          | 6                   | 75                         | 10                       | 32      |           |
|                      | GATWICK           | EASYJET AIRLINE COMPANY LTD | S                 | D           | 35                | 0        | 0                      | 86                         | 6                | 6                      | 3                      | 0                       | 0                          | 7                   | 73                         | 10                       | 33      |           |
|                      | LUTON             | EASYJET AIRLINE COMPANY LTD | S                 | A           | 34                | 1        | 0                      | 94                         | 0                | 3                      | 3                      | 0                       | 0                          | 5                   | 94                         | 4                        | 33      |           |
|                      | LUTON             | EASYJET AIRLINE COMPANY LTD | S                 | D           | 36                | 0        | 0                      | 83                         | 8                | 8                      | 0                      | 0                       | 0                          | 9                   | 82                         | 9                        | 33      |           |
|                      | STANSTED          | EASYJET AIRLINE COMPANY LTD | S                 | A           | 31                | 0        | 0                      | 68                         | 16               | 13                     | 3                      | 0                       | 0                          | 15                  | 58                         | 36                       | 31      |           |
|                      | STANSTED          | EASYJET AIRLINE COMPANY LTD | S                 | D           | 31                | 0        | 0                      | 45                         | 29               | 16                     | 10                     | 0                       | 0                          | 22                  | 45                         | 41                       | 31      |           |
|                      | GATWICK           | FIRST CHOICE AIRWAYS LTD    | C                 | A           | 4                 | 1        | 0                      | 100                        | 0                | 0                      | 0                      | 0                       | 0                          | 2                   | 100                        | 1                        | 4       |           |
|                      | GATWICK           | FIRST CHOICE AIRWAYS LTD    | C                 | D           | 5                 | 0        | 0                      | 80                         | 20               | 0                      | 0                      | 0                       | 0                          | 5                   | 100                        | 0                        | 4       |           |
|                      | MANCHESTER        | FIRST CHOICE AIRWAYS LTD    | C                 | A           | 5                 | 0        | 0                      | 60                         | 20               | 20                     | 0                      | 0                       | 0                          | 15                  | 75                         | 13                       | 4       |           |
|                      | MANCHESTER        | FIRST CHOICE AIRWAYS LTD    | C                 | D           | 5                 | 0        | 0                      | 80                         | 0                | 0                      | 20                     | 0                       | 0                          | 15                  | 75                         | 8                        | 4       |           |
|                      | NEWCASTLE         | FIRST CHOICE AIRWAYS LTD    | C                 | A           | 2                 | 0        | 0                      | 50                         | 0                | 50                     | 0                      | 0                       | 0                          | 21                  | 0                          | 0                        | 0       |           |
|                      | NEWCASTLE         | FIRST CHOICE AIRWAYS LTD    | C                 | D           | 2                 | 0        | 0                      | 100                        | 0                | 0                      | 0                      | 0                       | 0                          | 0                   | 0                          | 0                        | 0       |           |
|                      | GATWICK           | GB AIRWAYS LTD              | S                 | A           | 6                 | 0        | 0                      | 67                         | 17               | 17                     | 0                      | 0                       | 0                          | 14                  | 61                         | 21                       | 18      |           |
|                      | GATWICK           | GB AIRWAYS LTD              | S                 | D           | 6                 | 0        | 0                      | 67                         | 17               | 17                     | 0                      | 0                       | 0                          | 13                  | 79                         | 16                       | 19      |           |
|                      | GLASGOW           | GREECE AIRWAYS              | S                 | A           | 4                 | 0        | 0                      | 75                         | 25               | 0                      | 0                      | 0                       | 0                          | 9                   | 0                          | 0                        | 0       |           |
|                      | GLASGOW           | GREECE AIRWAYS              | S                 | D           | 4                 | 0        | 0                      | 100                        | 0                | 0                      | 0                      | 0                       | 0                          | 4                   | 0                          | 0                        | 0       |           |
|                      | MANCHESTER        | MONARCH AIRLINES            | S                 | A           | 6                 | 0        | 0                      | 100                        | 0                | 0                      | 0                      | 0                       | 0                          | 0                   | 0                          | 0                        | 0       |           |
|                      | MANCHESTER        | MONARCH AIRLINES            | S                 | D           | 6                 | 0        | 0                      | 100                        | 0                | 0                      | 0                      | 0                       | 0                          | 3                   | 0                          | 0                        | 0       |           |
|                      | BIRMINGHAM        | MY TRAVEL AIRWAYS UK        | S                 | A           | 23                | 0        | 0                      | 78                         | 4                | 9                      | 4                      | 4                       | 0                          | 27                  | 0                          | 0                        | 0       |           |
|                      | BIRMINGHAM        | MY TRAVEL AIRWAYS UK        | S                 | D           | 22                | 0        | 1                      | 73                         | 9                | 9                      | 5                      | 5                       | 0                          | 32                  | 0                          | 0                        | 0       |           |
|                      | GATWICK           | MY TRAVEL AIRWAYS UK        | C                 | A           | 8                 | 0        | 0                      | 100                        | 0                | 0                      | 0                      | 0                       | 0                          | 4                   | 78                         | 7                        | 9       |           |
|                      | GATWICK           | MY TRAVEL AIRWAYS UK        | C                 | D           | 8                 | 0        | 0                      | 100                        | 0                | 0                      | 0                      | 0                       | 0                          | 3                   | 89                         | 2                        | 9       |           |
|                      | GLASGOW           | MY TRAVEL AIRWAYS UK        | C                 | A           | 4                 | 0        | 0                      | 0                          | 50               | 50                     | 0                      | 0                       | 0                          | 37                  | 63                         | 22                       | 8       |           |
|                      | GLASGOW           | MY TRAVEL AIRWAYS UK        | C                 | D           | 4                 | 0        | 0                      | 100                        | 0                | 0                      | 0                      | 0                       | 0                          | 8                   | 78                         | 12                       | 9       |           |
|                      | MANCHESTER        | MY TRAVEL AIRWAYS UK        | C                 | A           | 13                | 0        | 0                      | 69                         | 8                | 15                     | 0                      | 8                       | 0                          | 27                  | 93                         | 4                        | 14      |           |
|                      | MANCHESTER        | MY TRAVEL AIRWAYS UK        | C                 | D           | 13                | 0        | 0                      | 85                         | 8                | 0                      | 8                      | 0                       | 0                          | 16                  | 93                         | 5                        | 15      |           |
|                      | NEWCASTLE         | MY TRAVEL AIRWAYS UK        | C                 | A           | 4                 | 0        | 0                      | 75                         | 0                | 0                      | 0                      | 25                      | 0                          | 67                  | 71                         | 13                       | 7       |           |
|                      | NEWCASTLE         | MY TRAVEL AIRWAYS UK        | C                 | D           | 4                 | 0        | 0                      | 50                         | 25               | 25                     | 0                      | 0                       | 0                          | 21                  | 78                         | 9                        | 9       |           |
|                      | GLASGOW           | SPANAIR                     | C                 | A           | 4                 | 0        | 0                      | 100                        | 0                | 0                      | 0                      | 0                       | 0                          | 0                   | 80                         | 9                        | 5       |           |
|                      | GLASGOW           | SPANAIR                     | C                 | D           | 4                 | 0        | 0                      | 75                         | 25               | 0                      | 0                      | 0                       | 0                          | 6                   | 80                         | 7                        | 5       |           |
|                      | MANCHESTER        | SPANAIR                     | C                 | A           | 4                 | 0        | 0                      | 50                         | 50               | 0                      | 0                      | 0                       | 0                          | 12                  | 75                         | 10                       | 4       |           |
|                      | MANCHESTER        | SPANAIR                     | C                 | D           | 4                 | 0        | 0                      | 75                         | 0                | 25                     | 0                      | 0                       | 0                          | 12                  | 75                         | 7                        | 4       |           |
|                      | GATWICK           | THOMAS COOK AIRLINES LTD    | C                 | A           | 5                 | 0        | 0                      | 20                         | 0                | 0                      | 0                      | 80                      | 0                          | 162                 | 60                         | 27                       | 5       |           |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: P

| ORIGIN / DESTINATION           | REPORTING AIRPORT | AIRLINE                  | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  | MAR 2003          |                      |               |                      |                    |  |  |
|--------------------------------|-------------------|--------------------------|----------------|----------|-------------------|----------|-----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|--|--|
|                                |                   |                          |                |          | MATCHED           |          | UNMATCHED | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |  |  |
|                                |                   |                          |                |          | Actual (7)        | Plan (8) |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |  |
| PALMA DE MALLORCA              |                   |                          |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |  |
|                                | GATWICK           | THOMAS COOK AIRLINES LTD | C              | D        | 5                 | 0        | 0         | 80                         | 0             | 20            | 0                | 0                | 0                 | 10                   | 50            | 39                   | 6                  |  |  |
|                                | MANCHESTER        | THOMAS COOK AIRLINES LTD | C              | A        | 2                 | 3        | 0         | 100                        | 0             | 0             | 0                | 0                | 0                 | 0                    | 67            | 24                   | 9                  |  |  |
|                                | MANCHESTER        | THOMAS COOK AIRLINES LTD | C              | D        | 4                 | 2        | 0         | 50                         | 0             | 25            | 0                | 25               | 0                 | 86                   | 73            | 18                   | 11                 |  |  |
| <b>TOTAL PALMA DE MALLORCA</b> |                   |                          |                |          | <b>668</b>        | <b>9</b> | <b>3</b>  | <b>68</b>                  | <b>13</b>     | <b>12</b>     | <b>6</b>         | <b>1</b>         | <b>0</b>          | <b>20</b>            | <b>75</b>     | <b>14</b>            | <b>14</b>          |  |  |
| PANAMA CITY                    |                   |                          |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |  |
| <b>TOTAL PANAMA CITY</b>       |                   |                          |                |          | <b>2</b>          | <b>0</b> | <b>0</b>  | <b>50</b>                  | <b>50</b>     | <b>0</b>      | <b>0</b>         | <b>0</b>         | <b>0</b>          | <b>16</b>            | <b>0</b>      | <b>0</b>             | <b>0</b>           |  |  |
| PAPHOS                         |                   |                          |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |  |
|                                | BIRMINGHAM        | BRITANNIA AIRWAYS        | C              | A        | 5                 | 0        | 0         | 80                         | 0             | 20            | 0                | 0                | 0                 | 8                    | 100           | 2                    | 4                  |  |  |
|                                | BIRMINGHAM        | BRITANNIA AIRWAYS        | C              | D        | 5                 | 0        | 0         | 60                         | 20            | 20            | 0                | 0                | 0                 | 11                   | 100           | 3                    | 4                  |  |  |
|                                | GATWICK           | BRITANNIA AIRWAYS        | C              | A        | 8                 | 0        | 0         | 50                         | 25            | 13            | 13               | 0                | 0                 | 20                   | 89            | 12                   | 9                  |  |  |
|                                | GATWICK           | BRITANNIA AIRWAYS        | C              | D        | 8                 | 0        | 0         | 75                         | 0             | 25            | 0                | 0                | 0                 | 17                   | 67            | 15                   | 9                  |  |  |
|                                | GLASGOW           | BRITANNIA AIRWAYS        | C              | A        | 5                 | 0        | 0         | 40                         | 20            | 40            | 0                | 0                | 0                 | 22                   | 50            | 22                   | 4                  |  |  |
|                                | GLASGOW           | BRITANNIA AIRWAYS        | C              | D        | 5                 | 0        | 0         | 100                        | 0             | 0             | 0                | 0                | 0                 | 5                    | 100           | 6                    | 4                  |  |  |
|                                | LUTON             | BRITANNIA AIRWAYS        | C              | A        | 7                 | 0        | 0         | 100                        | 0             | 0             | 0                | 0                | 0                 | 2                    | 89            | 5                    | 9                  |  |  |
|                                | LUTON             | BRITANNIA AIRWAYS        | C              | D        | 7                 | 0        | 0         | 100                        | 0             | 0             | 0                | 0                | 0                 | 4                    | 89            | 5                    | 9                  |  |  |
|                                | MANCHESTER        | BRITANNIA AIRWAYS        | C              | A        | 9                 | 0        | 0         | 100                        | 0             | 0             | 0                | 0                | 0                 | 1                    | 78            | 10                   | 9                  |  |  |
|                                | MANCHESTER        | BRITANNIA AIRWAYS        | C              | D        | 9                 | 0        | 0         | 100                        | 0             | 0             | 0                | 0                | 0                 | 1                    | 89            | 4                    | 9                  |  |  |
|                                | GATWICK           | EUROCYPRIA AIRLINES LTD  | C              | A        | 4                 | 0        | 0         | 75                         | 25            | 0             | 0                | 0                | 0                 | 10                   | 60            | 18                   | 5                  |  |  |
|                                | GATWICK           | EUROCYPRIA AIRLINES LTD  | C              | D        | 4                 | 0        | 0         | 75                         | 0             | 0             | 25               | 0                | 0                 | 16                   | 60            | 15                   | 5                  |  |  |
|                                | MANCHESTER        | EUROCYPRIA AIRLINES LTD  | C              | A        | 8                 | 0        | 0         | 88                         | 13            | 0             | 0                | 0                | 0                 | 4                    | 80            | 8                    | 10                 |  |  |
|                                | MANCHESTER        | EUROCYPRIA AIRLINES LTD  | C              | D        | 8                 | 0        | 0         | 100                        | 0             | 0             | 0                | 0                | 0                 | 4                    | 80            | 8                    | 10                 |  |  |
|                                | GATWICK           | EXCEL AIRWAYS LTD        | C              | A        | 5                 | 0        | 0         | 100                        | 0             | 0             | 0                | 0                | 0                 | 5                    | 67            | 8                    | 9                  |  |  |
|                                | GATWICK           | EXCEL AIRWAYS LTD        | C              | D        | 5                 | 0        | 0         | 80                         | 20            | 0             | 0                | 0                | 0                 | 10                   | 100           | 4                    | 9                  |  |  |
|                                | BIRMINGHAM        | FIRST CHOICE AIRWAYS LTD | S              | A        | 5                 | 0        | 0         | 80                         | 0             | 20            | 0                | 0                | 0                 | 12                   | 100           | 3                    | 4                  |  |  |
|                                | BIRMINGHAM        | FIRST CHOICE AIRWAYS LTD | S              | D        | 5                 | 0        | 0         | 100                        | 0             | 0             | 0                | 0                | 0                 | 1                    | 100           | 1                    | 3                  |  |  |
|                                | GATWICK           | FIRST CHOICE AIRWAYS LTD | S              | A        | 9                 | 0        | 0         | 89                         | 11            | 0             | 0                | 0                | 0                 | 3                    | 67            | 13                   | 9                  |  |  |
|                                | GATWICK           | FIRST CHOICE AIRWAYS LTD | S              | D        | 9                 | 0        | 0         | 89                         | 0             | 11            | 0                | 0                | 0                 | 10                   | 89            | 8                    | 9                  |  |  |
|                                | GLASGOW           | FIRST CHOICE AIRWAYS LTD | S              | A        | 5                 | 0        | 0         | 80                         | 0             | 0             | 20               | 0                | 0                 | 13                   | 25            | 19                   | 4                  |  |  |
|                                | GLASGOW           | FIRST CHOICE AIRWAYS LTD | S              | D        | 5                 | 0        | 0         | 40                         | 60            | 0             | 0                | 0                | 0                 | 15                   | 75            | 10                   | 4                  |  |  |
|                                | MANCHESTER        | FIRST CHOICE AIRWAYS LTD | S              | A        | 5                 | 0        | 0         | 100                        | 0             | 0             | 0                | 0                | 0                 | 2                    | 25            | 30                   | 4                  |  |  |
|                                | MANCHESTER        | FIRST CHOICE AIRWAYS LTD | S              | D        | 5                 | 0        | 0         | 100                        | 0             | 0             | 0                | 0                | 0                 | 0                    | 75            | 10                   | 4                  |  |  |
|                                | STANSTED          | FIRST CHOICE AIRWAYS LTD | S              | A        | 4                 | 0        | 0         | 75                         | 0             | 25            | 0                | 0                | 0                 | 12                   | 100           | 3                    | 4                  |  |  |
|                                | STANSTED          | FIRST CHOICE AIRWAYS LTD | S              | D        | 4                 | 0        | 0         | 75                         | 0             | 25            | 0                | 0                | 0                 | 11                   | 75            | 13                   | 4                  |  |  |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: P

| ORIGIN / DESTINATION      | REPORTING AIRPORT | AIRLINE                  | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |          | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  |                   | MAR 2003             |               |                      |                    |          |  |  |
|---------------------------|-------------------|--------------------------|----------------|----------|-------------------|----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|----------|--|--|
|                           |                   |                          |                |          | MATCHED           |          | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |          |  |  |
|                           |                   |                          |                |          | Actual (7)        | Plan (8) |                            |               |               |                  |                  |                   |                      |               |                      |                    |          |  |  |
| PAPHOS                    |                   |                          |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |          |  |  |
|                           | GATWICK           | GB AIRWAYS LTD           |                | S A      | 13                | 0        | 0                          | 38            | 46            | 15               | 0                | 0                 | 0                    | 19            | 0                    | 0                  | 0        |  |  |
|                           | GATWICK           | GB AIRWAYS LTD           |                | S D      | 13                | 0        | 0                          | 54            | 23            | 15               | 8                | 0                 | 0                    | 20            | 0                    | 0                  | 0        |  |  |
|                           | BIRMINGHAM        | HELIOS AIRWAYS LTD       |                | S A      | 4                 | 0        | 0                          | 75            | 0             | 25               | 0                | 0                 | 0                    | 10            | 0                    | 0                  | 0        |  |  |
|                           | BIRMINGHAM        | HELIOS AIRWAYS LTD       |                | S D      | 4                 | 0        | 0                          | 50            | 25            | 25               | 0                | 0                 | 0                    | 25            | 0                    | 0                  | 0        |  |  |
|                           | GATWICK           | HELIOS AIRWAYS LTD       |                | S A      | 8                 | 0        | 0                          | 88            | 0             | 13               | 0                | 0                 | 0                    | 5             | 0                    | 0                  | 0        |  |  |
|                           | GATWICK           | HELIOS AIRWAYS LTD       |                | S D      | 8                 | 0        | 0                          | 25            | 50            | 25               | 0                | 0                 | 0                    | 24            | 0                    | 0                  | 0        |  |  |
|                           | LUTON             | HELIOS AIRWAYS LTD       |                | S A      | 5                 | 0        | 0                          | 80            | 0             | 0                | 20               | 0                 | 0                    | 24            | 100                  | 7                  | 2        |  |  |
|                           | LUTON             | HELIOS AIRWAYS LTD       |                | S D      | 4                 | 0        | 0                          | 75            | 0             | 0                | 25               | 0                 | 0                    | 33            | 100                  | 10                 | 1        |  |  |
|                           | MANCHESTER        | HELIOS AIRWAYS LTD       |                | S A      | 7                 | 1        | 0                          | 86            | 14            | 0                | 0                | 0                 | 0                    | 3             | 0                    | 0                  | 0        |  |  |
|                           | MANCHESTER        | HELIOS AIRWAYS LTD       |                | S D      | 7                 | 1        | 0                          | 57            | 43            | 0                | 0                | 0                 | 0                    | 10            | 0                    | 0                  | 0        |  |  |
|                           | GATWICK           | MY TRAVEL AIRWAYS UK     |                | C A      | 5                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 0             | 25                   | 38                 | 4        |  |  |
|                           | GATWICK           | MY TRAVEL AIRWAYS UK     |                | C D      | 4                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 5             | 25                   | 28                 | 4        |  |  |
|                           | MANCHESTER        | MY TRAVEL AIRWAYS UK     |                | C A      | 5                 | 0        | 0                          | 80            | 20            | 0                | 0                | 0                 | 0                    | 8             | 25                   | 78                 | 4        |  |  |
|                           | MANCHESTER        | MY TRAVEL AIRWAYS UK     |                | C D      | 5                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 1             | 50                   | 15                 | 4        |  |  |
|                           | GATWICK           | THOMAS COOK AIRLINES LTD |                | C A      | 6                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 1             | 75                   | 10                 | 4        |  |  |
|                           | GATWICK           | THOMAS COOK AIRLINES LTD |                | C D      | 6                 | 0        | 0                          | 83            | 17            | 0                | 0                | 0                 | 0                    | 5             | 75                   | 5                  | 4        |  |  |
|                           | MANCHESTER        | THOMAS COOK AIRLINES LTD |                | C A      | 6                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 0             | 100                  | 0                  | 4        |  |  |
|                           | MANCHESTER        | THOMAS COOK AIRLINES LTD |                | C D      | 7                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 0             | 100                  | 0                  | 4        |  |  |
| <b>TOTAL PAPHOS</b>       |                   |                          |                |          | <b>283</b>        | <b>4</b> | <b>0</b>                   | <b>80</b>     | <b>11</b>     | <b>7</b>         | <b>2</b>         | <b>0</b>          | <b>0</b>             | <b>9</b>      | <b>81</b>            | <b>9</b>           | <b>9</b> |  |  |
| PARIS (CHARLES DE GAULLE) |                   |                          |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |          |  |  |
|                           | EDINBURGH         | AIGLE AZUR               |                | C A      | 3                 | 0        | 0                          | 0             | 33            | 33               | 33               | 0                 | 0                    | 72            | 0                    | 0                  | 0        |  |  |
|                           | EDINBURGH         | AIGLE AZUR               |                | C D      | 2                 | 0        | 0                          | 0             | 50            | 0                | 50               | 0                 | 0                    | 90            | 0                    | 0                  | 0        |  |  |
|                           | HEATHROW          | AIR FRANCE               |                | S A      | 384               | 1        | 0                          | 52            | 23            | 18               | 7                | 0                 | 0                    | 21            | 74                   | 12                 | 369      |  |  |
|                           | HEATHROW          | AIR FRANCE               |                | S D      | 384               | 1        | 0                          | 68            | 15            | 11               | 5                | 0                 | 0                    | 15            | 83                   | 8                  | 369      |  |  |
|                           | MANCHESTER        | AIR FRANCE               |                | S A      | 184               | 0        | 0                          | 76            | 9             | 13               | 3                | 0                 | 0                    | 12            | 75                   | 11                 | 179      |  |  |
|                           | MANCHESTER        | AIR FRANCE               |                | S D      | 184               | 0        | 0                          | 85            | 8             | 4                | 3                | 0                 | 0                    | 7             | 91                   | 5                  | 180      |  |  |
|                           | NEWCASTLE         | AIR FRANCE               |                | S A      | 80                | 0        | 0                          | 74            | 10            | 14               | 3                | 0                 | 0                    | 13            | 0                    | 0                  | 0        |  |  |
|                           | NEWCASTLE         | AIR FRANCE               |                | S D      | 80                | 0        | 0                          | 76            | 13            | 10               | 1                | 0                 | 0                    | 10            | 0                    | 0                  | 0        |  |  |
|                           | GATWICK           | AIR GABON                |                | S D      | 2                 | 0        | 0                          | 0             | 0             | 0                | 100              | 0                 | 0                    | 135           | 0                    | 0                  | 0        |  |  |
|                           | EDINBURGH         | AIR MEDITERRANEE         |                | C A      | 2                 | 0        | 0                          | 0             | 50            | 0                | 50               | 0                 | 0                    | 53            | 0                    | 0                  | 0        |  |  |
|                           | EDINBURGH         | AIR MEDITERRANEE         |                | C D      | 2                 | 0        | 0                          | 0             | 0             | 50               | 50               | 0                 | 0                    | 60            | 0                    | 0                  | 0        |  |  |
|                           | HEATHROW          | BMI BRITISH MIDLAND      |                | S A      | 174               | 0        | 0                          | 58            | 18            | 16               | 8                | 0                 | 0                    | 20            | 82                   | 9                  | 172      |  |  |
|                           | HEATHROW          | BMI BRITISH MIDLAND      |                | S D      | 174               | 0        | 0                          | 60            | 22            | 13               | 5                | 0                 | 0                    | 18            | 77                   | 10                 | 173      |  |  |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: P

| ORIGIN / DESTINATION                   | REPORTING AIRPORT | AIRLINE                         | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         | MAR 2003                   |                     |                            |                          |           |
|--|-------------------|---------------------------------|-------------------|-------------|-------------------|----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|-----------|
|  |                   |                                 |                   |             | Actual<br>(7)     | Plan (8) | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |           |
|  |                   |                                 |                   |             |                   |          |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          | MATCHED   |
| PARIS (CHARLES DE GAULLE)              | MANCHESTER        | BMIBABY LTD                     | S                 | A           | 4                 | 0        | 0                          | 75               | 25               | 0                      | 0                      | 0                       | 0                          | 6                   | 0                          | 0                        | 0         |
|  | MANCHESTER        | BMIBABY LTD                     | S                 | D           | 4                 | 0        | 0                          | 100              | 0                | 0                      | 0                      | 0                       | 0                          | 1                   | 0                          | 0                        | 0         |
|  | BIRMINGHAM        | BRITISH AIRWAYS CITIEXPRESS LTD | S                 | A           | 115               | 0        | 0                          | 80               | 10               | 5                      | 3                      | 1                       | 0                          | 11                  | 0                          | 0                        | 0         |
|  | BIRMINGHAM        | BRITISH AIRWAYS CITIEXPRESS LTD | S                 | D           | 115               | 0        | 0                          | 89               | 6                | 3                      | 3                      | 0                       | 0                          | 9                   | 0                          | 0                        | 0         |
|  | EDINBURGH         | BRITISH AIRWAYS CITIEXPRESS LTD | S                 | A           | 85                | 0        | 0                          | 82               | 12               | 6                      | 0                      | 0                       | 0                          | 7                   | 87                         | 6                        | 83        |
|  | EDINBURGH         | BRITISH AIRWAYS CITIEXPRESS LTD | S                 | D           | 85                | 0        | 0                          | 65               | 26               | 9                      | 0                      | 0                       | 0                          | 13                  | 82                         | 9                        | 83        |
|  | GLASGOW           | BRITISH AIRWAYS CITIEXPRESS LTD | S                 | A           | 4                 | 0        | 0                          | 75               | 25               | 0                      | 0                      | 0                       | 0                          | 6                   | 86                         | 12                       | 22        |
|  | GLASGOW           | BRITISH AIRWAYS CITIEXPRESS LTD | S                 | D           | 31                | 0        | 0                          | 97               | 3                | 0                      | 0                      | 0                       | 0                          | 4                   | 0                          | 0                        | 0         |
|  | MANCHESTER        | BRITISH AIRWAYS CITIEXPRESS LTD | S                 | A           | 118               | 0        | 0                          | 75               | 16               | 5                      | 3                      | 0                       | 0                          | 10                  | 0                          | 0                        | 0         |
|  | MANCHESTER        | BRITISH AIRWAYS CITIEXPRESS LTD | S                 | D           | 118               | 0        | 0                          | 84               | 11               | 2                      | 3                      | 0                       | 0                          | 7                   | 0                          | 0                        | 0         |
|  | GATWICK           | BRITISH AIRWAYS PLC             | S                 | A           | 161               | 0        | 0                          | 79               | 14               | 5                      | 2                      | 0                       | 0                          | 10                  | 85                         | 8                        | 188       |
|  | GATWICK           | BRITISH AIRWAYS PLC             | S                 | D           | 161               | 0        | 0                          | 87               | 9                | 2                      | 1                      | 0                       | 0                          | 6                   | 81                         | 10                       | 188       |
|  | HEATHROW          | BRITISH AIRWAYS PLC             | S                 | A           | 331               | 0        | 0                          | 69               | 15               | 12                     | 3                      | 0                       | 0                          | 13                  | 86                         | 8                        | 321       |
|  | HEATHROW          | BRITISH AIRWAYS PLC             | S                 | D           | 331               | 0        | 0                          | 80               | 13               | 7                      | 0                      | 0                       | 0                          | 8                   | 83                         | 10                       | 321       |
|  | EDINBURGH         | CITY JET                        | S                 | A           | 63                | 0        | 0                          | 87               | 10               | 2                      | 2                      | 0                       | 0                          | 7                   | 90                         | 6                        | 61        |
|  | EDINBURGH         | CITY JET                        | S                 | D           | 63                | 0        | 0                          | 87               | 10               | 2                      | 2                      | 0                       | 0                          | 6                   | 84                         | 12                       | 62        |
|  | LONDON CITY       | CITY JET                        | S                 | A           | 27                | 0        | 0                          | 81               | 15               | 4                      | 0                      | 0                       | 0                          | 8                   | 76                         | 14                       | 21        |
|  | LONDON CITY       | CITY JET                        | S                 | D           | 23                | 0        | 0                          | 61               | 26               | 4                      | 9                      | 0                       | 0                          | 18                  | 70                         | 13                       | 20        |
|  | LUTON             | EASYJET AIRLINE COMPANY LTD     | S                 | A           | 138               | 0        | 0                          | 87               | 8                | 4                      | 1                      | 1                       | 0                          | 7                   | 91                         | 7                        | 145       |
|  | LUTON             | EASYJET AIRLINE COMPANY LTD     | S                 | D           | 138               | 0        | 0                          | 75               | 17               | 6                      | 1                      | 1                       | 0                          | 12                  | 78                         | 14                       | 144       |
|  | NEWCASTLE         | EASYJET AIRLINE COMPANY LTD     | S                 | A           | 31                | 0        | 0                          | 84               | 6                | 10                     | 0                      | 0                       | 0                          | 6                   | 0                          | 0                        | 0         |
|  | NEWCASTLE         | EASYJET AIRLINE COMPANY LTD     | S                 | D           | 31                | 0        | 0                          | 84               | 0                | 13                     | 3                      | 0                       | 0                          | 11                  | 0                          | 0                        | 0         |
|  | BIRMINGHAM        | FLYBE.BRITISH EUROPEAN          | S                 | A           | 169               | 3        | 0                          | 81               | 12               | 5                      | 1                      | 0                       | 0                          | 8                   | 84                         | 8                        | 177       |
|  | BIRMINGHAM        | FLYBE.BRITISH EUROPEAN          | S                 | D           | 170               | 3        | 0                          | 71               | 14               | 12                     | 4                      | 0                       | 0                          | 15                  | 78                         | 12                       | 179       |
|  | GLASGOW           | FLYBE.BRITISH EUROPEAN          | S                 | D           | 2                 | 0        | 0                          | 100              | 0                | 0                      | 0                      | 0                       | 0                          | 0                   | 0                          | 0                        | 0         |
| <b>TOTAL PARIS (CHARLES DE GAULLE)</b> |                   |                                 |                   |             | <b>4184</b>       | <b>9</b> | <b>2</b>                   | <b>74</b>        | <b>14</b>        | <b>9</b>               | <b>3</b>               | <b>0</b>                | <b>0</b>                   | <b>12</b>           | <b>81</b>                  | <b>10</b>                | <b>10</b> |
| PARIS (LE BOURGET)                     |                   |                                 |                   |             |                   |          |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |           |
| PARIS (ORLY)                           |                   |                                 |                   |             |                   |          |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |           |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: P

| ORIGIN / DESTINATION                    | REPORTING AIRPORT | AIRLINE                | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |          | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  |                   | MAR 2003             |               |                      |                    |           |  |
|---|-------------------|------------------------|----------------|----------|-------------------|----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|-----------|--|
|   |                   |                        |                |          | MATCHED           |          | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |           |  |
|   |                   |                        |                |          | Actual (7)        | Plan (8) |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |  |
| PARIS (ORLY)                            |                   |                        |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |  |
|   | LONDON CITY       | CITY JET               |                | S A      | 115               | 0        | 0                          | 80            | 14            | 3                | 3                | 0                 | 0                    | 10            | 86                   | 9                  | 104       |  |
|   | LONDON CITY       | CITY JET               |                | S D      | 119               | 0        | 0                          | 86            | 8             | 5                | 1                | 0                 | 0                    | 9             | 86                   | 10                 | 105       |  |
| <b>TOTAL PARIS (ORLY)</b>               |                   |                        |                |          | <b>238</b>        | <b>0</b> | <b>0</b>                   | <b>82</b>     | <b>12</b>     | <b>5</b>         | <b>2</b>         | <b>0</b>          | <b>0</b>             | <b>10</b>     | <b>86</b>            | <b>9</b>           | <b>9</b>  |  |
| PAU                                     |                   |                        |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |  |
|   | STANSTED          | RYANAIR                |                | S A      | 31                | 0        | 0                          | 94            | 3             | 3                | 0                | 0                 | 0                    | 3             | 0                    | 0                  | 0         |  |
|   | STANSTED          | RYANAIR                |                | S D      | 31                | 0        | 0                          | 84            | 10            | 6                | 0                | 0                 | 0                    | 5             | 0                    | 0                  | 0         |  |
| <b>TOTAL PAU</b>                        |                   |                        |                |          | <b>62</b>         | <b>0</b> | <b>0</b>                   | <b>89</b>     | <b>6</b>      | <b>5</b>         | <b>0</b>         | <b>0</b>          | <b>0</b>             | <b>4</b>      | <b>0</b>             | <b>0</b>           | <b>0</b>  |  |
| PERPIGNAN                               |                   |                        |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |  |
|   | BIRMINGHAM        | FLYBE.BRITISH EUROPEAN |                | S A      | 3                 | 0        | 1                          | 33            | 33            | 33               | 0                | 0                 | 0                    | 17            | 0                    | 0                  | 0         |  |
|   | BIRMINGHAM        | FLYBE.BRITISH EUROPEAN |                | S D      | 4                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 3             | 0                    | 0                  | 0         |  |
|   | STANSTED          | RYANAIR                |                | S A      | 31                | 0        | 0                          | 87            | 6             | 3                | 3                | 0                 | 0                    | 5             | 84                   | 7                  | 31        |  |
|   | STANSTED          | RYANAIR                |                | S D      | 31                | 0        | 0                          | 74            | 6             | 3                | 16               | 0                 | 0                    | 26            | 87                   | 6                  | 31        |  |
| <b>TOTAL PERPIGNAN</b>                  |                   |                        |                |          | <b>69</b>         | <b>0</b> | <b>1</b>                   | <b>80</b>     | <b>7</b>      | <b>4</b>         | <b>9</b>         | <b>0</b>          | <b>0</b>             | <b>15</b>     | <b>85</b>            | <b>7</b>           | <b>7</b>  |  |
| PESCARA                                 |                   |                        |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |  |
|   | STANSTED          | RYANAIR                |                | S A      | 31                | 0        | 0                          | 97            | 3             | 0                | 0                | 0                 | 0                    | 2             | 71                   | 12                 | 31        |  |
|   | STANSTED          | RYANAIR                |                | S D      | 31                | 0        | 0                          | 81            | 19            | 0                | 0                | 0                 | 0                    | 7             | 71                   | 12                 | 31        |  |
| <b>TOTAL PESCARA</b>                    |                   |                        |                |          | <b>62</b>         | <b>0</b> | <b>0</b>                   | <b>89</b>     | <b>11</b>     | <b>0</b>         | <b>0</b>         | <b>0</b>          | <b>0</b>             | <b>4</b>      | <b>71</b>            | <b>12</b>          | <b>12</b> |  |
| PHILADELPHIA INTERNATIONAL              |                   |                        |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |  |
|   | HEATHROW          | BRITISH AIRWAYS PLC    |                | S A      | 62                | 0        | 0                          | 89            | 8             | 2                | 2                | 0                 | 0                    | 6             | 94                   | 27                 | 62        |  |
|   | HEATHROW          | BRITISH AIRWAYS PLC    |                | S D      | 62                | 0        | 0                          | 81            | 15            | 2                | 3                | 0                 | 0                    | 11            | 71                   | 18                 | 62        |  |
|   | GATWICK           | US AIRWAYS             |                | S A      | 31                | 0        | 0                          | 58            | 19            | 16               | 3                | 3                 | 0                    | 26            | 61                   | 25                 | 31        |  |
|   | GATWICK           | US AIRWAYS             |                | S D      | 31                | 0        | 0                          | 74            | 13            | 6                | 6                | 0                 | 0                    | 19            | 90                   | 7                  | 31        |  |
|   | MANCHESTER        | US AIRWAYS             |                | S A      | 31                | 0        | 0                          | 55            | 16            | 23               | 3                | 3                 | 0                    | 27            | 81                   | 11                 | 31        |  |
|   | MANCHESTER        | US AIRWAYS             |                | S D      | 31                | 0        | 0                          | 94            | 3             | 0                | 3                | 0                 | 0                    | 7             | 97                   | 1                  | 31        |  |
| <b>TOTAL PHILADELPHIA INTERNATIONAL</b> |                   |                        |                |          | <b>248</b>        | <b>0</b> | <b>0</b>                   | <b>77</b>     | <b>12</b>     | <b>6</b>         | <b>3</b>         | <b>1</b>          | <b>0</b>             | <b>14</b>     | <b>82</b>            | <b>17</b>          | <b>17</b> |  |
| PHOENIX                                 |                   |                        |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |  |
|   | HEATHROW          | BRITISH AIRWAYS PLC    |                | S A      | 31                | 0        | 0                          | 65            | 26            | 0                | 6                | 3                 | 0                    | 20            | 81                   | 8                  | 31        |  |
|   | HEATHROW          | BRITISH AIRWAYS PLC    |                | S D      | 30                | 0        | 0                          | 67            | 20            | 10               | 0                | 3                 | 0                    | 21            | 71                   | 13                 | 31        |  |
| <b>TOTAL PHOENIX</b>                    |                   |                        |                |          | <b>61</b>         | <b>0</b> | <b>0</b>                   | <b>66</b>     | <b>23</b>     | <b>5</b>         | <b>3</b>         | <b>3</b>          | <b>0</b>             | <b>21</b>     | <b>76</b>            | <b>10</b>          | <b>10</b> |  |
| PHUKET                                  |                   |                        |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |  |
| PISA                                    |                   |                        |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |  |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: P

| ORIGIN / DESTINATION  | REPORTING AIRPORT | AIRLINE                         | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         | MAR 2003                   |                     |                            |                          |           |
|-----------------------|-------------------|---------------------------------|-------------------|-------------|-------------------|----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|-----------|
|                       |                   |                                 |                   |             | Actual<br>(7)     | Plan (8) | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |           |
|                       |                   |                                 |                   |             |                   |          |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          | MATCHED   |
| PISA                  | MANCHESTER        | BRITISH AIRWAYS CITIEXPRESS LTD | S                 | A           | 22                | 0        | 0                          | 64               | 18               | 9                      | 9                      | 0                       | 0                          | 16                  | 100                        | 0                        | 2         |
|                       | MANCHESTER        | BRITISH AIRWAYS CITIEXPRESS LTD | S                 | D           | 23                | 0        | 0                          | 83               | 9                | 4                      | 4                      | 0                       | 0                          | 8                   | 100                        | 0                        | 2         |
|                       | GATWICK           | BRITISH AIRWAYS PLC             | S                 | A           | 66                | 0        | 0                          | 88               | 11               | 2                      | 0                      | 0                       | 0                          | 5                   | 80                         | 18                       | 64        |
|                       | GATWICK           | BRITISH AIRWAYS PLC             | S                 | D           | 65                | 0        | 0                          | 80               | 17               | 3                      | 0                      | 0                       | 0                          | 7                   | 83                         | 11                       | 64        |
|                       | GATWICK           | MERIDIANA AIR                   | S                 | A           | 2                 | 0        | 0                          | 100              | 0                | 0                      | 0                      | 0                       | 0                          | 11                  | 0                          | 0                        | 0         |
|                       | GATWICK           | MERIDIANA AIR                   | S                 | D           | 2                 | 0        | 0                          | 50               | 50               | 0                      | 0                      | 0                       | 0                          | 12                  | 0                          | 0                        | 0         |
|                       | STANSTED          | RYANAIR                         | S                 | A           | 62                | 0        | 3                          | 76               | 15               | 8                      | 2                      | 0                       | 0                          | 10                  | 66                         | 15                       | 62        |
|                       | STANSTED          | RYANAIR                         | S                 | D           | 62                | 0        | 0                          | 73               | 11               | 10                     | 6                      | 0                       | 0                          | 16                  | 68                         | 14                       | 62        |
| <b>TOTAL PISA</b>     |                   |                                 |                   |             | <b>304</b>        | <b>0</b> | <b>3</b>                   | <b>78</b>        | <b>13</b>        | <b>6</b>               | <b>3</b>               | <b>0</b>                | <b>0</b>                   | <b>10</b>           | <b>75</b>                  | <b>14</b>                | <b>14</b> |
| PITTSBURGH            |                   |                                 |                   |             |                   |          |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |           |
| PLOVDIV               | GATWICK           | BH AIR                          | C                 | A           | 4                 | 0        | 0                          | 50               | 25               | 25                     | 0                      | 0                       | 0                          | 15                  | 0                          | 0                        | 0         |
|                       | GATWICK           | BH AIR                          | C                 | D           | 4                 | 0        | 0                          | 50               | 0                | 0                      | 25                     | 0                       | 25                         | 160                 | 0                          | 0                        | 0         |
|                       | MANCHESTER        | BH AIR                          | C                 | A           | 3                 | 0        | 0                          | 67               | 33               | 0                      | 0                      | 0                       | 0                          | 15                  | 0                          | 0                        | 0         |
|                       | MANCHESTER        | BH AIR                          | C                 | D           | 3                 | 0        | 0                          | 100              | 0                | 0                      | 0                      | 0                       | 0                          | 2                   | 0                          | 0                        | 0         |
|                       | NEWCASTLE         | BH AIR                          | C                 | A           | 4                 | 0        | 0                          | 50               | 25               | 25                     | 0                      | 0                       | 0                          | 18                  | 0                          | 0                        | 0         |
|                       | NEWCASTLE         | BH AIR                          | C                 | D           | 4                 | 0        | 0                          | 100              | 0                | 0                      | 0                      | 0                       | 0                          | 3                   | 0                          | 0                        | 0         |
|                       | GATWICK           | BRITANNIA AIRWAYS               | C                 | A           | 2                 | 0        | 0                          | 50               | 0                | 50                     | 0                      | 0                       | 0                          | 24                  | 0                          | 0                        | 0         |
|                       | GATWICK           | THOMAS COOK AIRLINES LTD        | C                 | A           | 2                 | 0        | 0                          | 100              | 0                | 0                      | 0                      | 0                       | 0                          | 3                   | 0                          | 0                        | 0         |
|                       | GATWICK           | THOMAS COOK AIRLINES LTD        | C                 | D           | 2                 | 0        | 0                          | 100              | 0                | 0                      | 0                      | 0                       | 0                          | 0                   | 0                          | 0                        | 0         |
| <b>TOTAL PLOVDIV</b>  |                   |                                 |                   |             | <b>29</b>         | <b>0</b> | <b>0</b>                   | <b>69</b>        | <b>14</b>        | <b>10</b>              | <b>3</b>               | <b>0</b>                | <b>3</b>                   | <b>31</b>           | <b>70</b>                  | <b>11</b>                | <b>11</b> |
| PLYMOUTH              |                   |                                 |                   |             |                   |          |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |           |
|                       | GATWICK           | AIR SOUTHWEST                   | S                 | A           | 39                | 0        | 2                          | 85               | 8                | 8                      | 0                      | 0                       | 0                          | 6                   | 0                          | 0                        | 0         |
|                       | GATWICK           | AIR SOUTHWEST                   | S                 | D           | 53                | 6        | 1                          | 87               | 6                | 4                      | 4                      | 0                       | 0                          | 8                   | 0                          | 0                        | 0         |
|                       | MANCHESTER        | AIR SOUTHWEST                   | S                 | A           | 50                | 0        | 1                          | 70               | 22               | 6                      | 2                      | 0                       | 0                          | 13                  | 0                          | 0                        | 0         |
|                       | MANCHESTER        | AIR SOUTHWEST                   | S                 | D           | 46                | 0        | 1                          | 85               | 9                | 2                      | 4                      | 0                       | 0                          | 8                   | 0                          | 0                        | 0         |
| <b>TOTAL PLYMOUTH</b> |                   |                                 |                   |             | <b>188</b>        | <b>6</b> | <b>5</b>                   | <b>81</b>        | <b>11</b>        | <b>5</b>               | <b>3</b>               | <b>0</b>                | <b>0</b>                   | <b>9</b>            | <b>78</b>                  | <b>10</b>                | <b>10</b> |
| POITIERS              |                   |                                 |                   |             |                   |          |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |           |
|                       | STANSTED          | RYANAIR                         | S                 | A           | 31                | 0        | 0                          | 94               | 3                | 3                      | 0                      | 0                       | 0                          | 2                   | 0                          | 0                        | 0         |
|                       | STANSTED          | RYANAIR                         | S                 | D           | 31                | 0        | 0                          | 90               | 6                | 3                      | 0                      | 0                       | 0                          | 4                   | 0                          | 0                        | 0         |
| <b>TOTAL POITIERS</b> |                   |                                 |                   |             | <b>62</b>         | <b>0</b> | <b>0</b>                   | <b>92</b>        | <b>5</b>         | <b>3</b>               | <b>0</b>               | <b>0</b>                | <b>0</b>                   | <b>3</b>            | <b>81</b>                  | <b>16</b>                | <b>16</b> |



## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: P

| ORIGIN / DESTINATION       | REPORTING AIRPORT | AIRLINE                     | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |          | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  |                   |                      | MAR 2003      |                      |                    |          |           |
|----------------------------|-------------------|-----------------------------|----------------|----------|-------------------|----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|----------|-----------|
|                            |                   |                             |                |          | MATCHED           |          | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |          |           |
|                            |                   |                             |                |          | Actual (7)        | Plan (8) |                            |               |               |                  |                  |                   |                      |               |                      |                    |          |           |
| PORLAMAR                   |                   |                             |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |          |           |
|                            | GATWICK           | FIRST CHOICE AIRWAYS LTD    | C              | A        | 2                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 0             | 0                    | 0                  | 0        | 0         |
|                            | GATWICK           | FIRST CHOICE AIRWAYS LTD    | C              | D        | 2                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 0             | 0                    | 0                  | 0        | 0         |
|                            | MANCHESTER        | FIRST CHOICE AIRWAYS LTD    | C              | A        | 2                 | 0        | 0                          | 50            | 50            | 0                | 0                | 0                 | 0                    | 11            | 0                    | 0                  | 0        | 0         |
|                            | MANCHESTER        | FIRST CHOICE AIRWAYS LTD    | C              | D        | 2                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 0             | 0                    | 0                  | 0        | 0         |
| <b>TOTAL PORLAMAR</b>      |                   |                             |                |          | <b>8</b>          | <b>0</b> | <b>0</b>                   | <b>88</b>     | <b>13</b>     | <b>0</b>         | <b>0</b>         | <b>0</b>          | <b>0</b>             | <b>3</b>      | <b>0</b>             | <b>0</b>           | <b>0</b> | <b>0</b>  |
| PORT HARCOURT              |                   |                             |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |          |           |
|                            | GATWICK           | VIRGIN ATLANTIC AIRWAYS LTD | S              | A        | 4                 | 5        | 4                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 0             | 100                  | 0                  | 0        | 8         |
|                            | GATWICK           | VIRGIN ATLANTIC AIRWAYS LTD | S              | D        | 10                | 0        | 0                          | 60            | 20            | 10               | 10               | 0                 | 0                    | 16            | 38                   | 15                 | 0        | 8         |
| <b>TOTAL PORT HARCOURT</b> |                   |                             |                |          | <b>14</b>         | <b>5</b> | <b>4</b>                   | <b>71</b>     | <b>14</b>     | <b>7</b>         | <b>7</b>         | <b>0</b>          | <b>0</b>             | <b>12</b>     | <b>69</b>            | <b>7</b>           | <b>7</b> | <b>7</b>  |
| PORT OF SPAIN              |                   |                             |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |          |           |
|                            | HEATHROW          | BWIA                        | S              | A        | 35                | 0        | 0                          | 54            | 11            | 23               | 11               | 0                 | 0                    | 23            | 35                   | 92                 | 0        | 31        |
|                            | HEATHROW          | BWIA                        | S              | D        | 35                | 0        | 0                          | 43            | 17            | 20               | 20               | 0                 | 0                    | 34            | 39                   | 58                 | 0        | 31        |
|                            | MANCHESTER        | BWIA                        | S              | A        | 4                 | 0        | 0                          | 75            | 0             | 0                | 0                | 25                | 0                    | 46            | 0                    | 173                | 0        | 5         |
|                            | MANCHESTER        | BWIA                        | S              | D        | 4                 | 0        | 0                          | 0             | 25            | 25               | 50               | 0                 | 0                    | 74            | 25                   | 135                | 0        | 4         |
| <b>TOTAL PORT OF SPAIN</b> |                   |                             |                |          | <b>80</b>         | <b>0</b> | <b>0</b>                   | <b>48</b>     | <b>14</b>     | <b>20</b>        | <b>18</b>        | <b>1</b>          | <b>0</b>             | <b>32</b>     | <b>34</b>            | <b>85</b>          | <b>0</b> | <b>85</b> |
| PORT STANLEY               |                   |                             |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |          |           |
| POZNAN                     |                   |                             |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |          |           |
|                            | STANSTED          | AIR POLONIA                 | S              | A        | 10                | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 0             | 0                    | 0                  | 0        | 0         |
|                            | STANSTED          | AIR POLONIA                 | S              | D        | 10                | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 6             | 0                    | 0                  | 0        | 0         |
| <b>TOTAL POZNAN</b>        |                   |                             |                |          | <b>20</b>         | <b>0</b> | <b>0</b>                   | <b>100</b>    | <b>0</b>      | <b>0</b>         | <b>0</b>         | <b>0</b>          | <b>0</b>             | <b>3</b>      | <b>0</b>             | <b>0</b>           | <b>0</b> | <b>0</b>  |
| PRAGUE                     |                   |                             |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |          |           |
|                            | MANCHESTER        | BMI BRITISH MIDLAND         | S              | A        | 11                | 1        | 0                          | 9             | 9             | 27               | 45               | 9                 | 0                    | 101           | 0                    | 0                  | 0        | 0         |
|                            | MANCHESTER        | BMI BRITISH MIDLAND         | S              | D        | 11                | 0        | 0                          | 36            | 36            | 0                | 27               | 0                 | 0                    | 49            | 0                    | 0                  | 0        | 0         |
|                            | MANCHESTER        | BMIBABY LTD                 | S              | A        | 20                | 0        | 0                          | 10            | 15            | 25               | 45               | 0                 | 5                    | 77            | 0                    | 0                  | 0        | 0         |
|                            | MANCHESTER        | BMIBABY LTD                 | S              | D        | 20                | 0        | 0                          | 40            | 25            | 25               | 5                | 0                 | 5                    | 40            | 0                    | 0                  | 0        | 0         |
|                            | GATWICK           | BRITISH AIRWAYS PLC         | S              | A        | 4                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 2             | 0                    | 0                  | 0        | 0         |
|                            | GATWICK           | BRITISH AIRWAYS PLC         | S              | D        | 4                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 9             | 0                    | 0                  | 0        | 0         |
|                            | HEATHROW          | BRITISH AIRWAYS PLC         | S              | A        | 93                | 0        | 0                          | 54            | 22            | 16               | 9                | 0                 | 0                    | 22            | 78                   | 11                 | 0        | 93        |
|                            | HEATHROW          | BRITISH AIRWAYS PLC         | S              | D        | 92                | 0        | 1                          | 64            | 18            | 15               | 2                | 0                 | 0                    | 16            | 72                   | 12                 | 0        | 93        |
|                            | BIRMINGHAM        | CSA                         | S              | A        | 27                | 0        | 0                          | 89            | 7             | 0                | 4                | 0                 | 0                    | 7             | 85                   | 7                  | 0        | 26        |
|                            | BIRMINGHAM        | CSA                         | S              | D        | 27                | 0        | 0                          | 74            | 15            | 7                | 4                | 0                 | 0                    | 14            | 92                   | 7                  | 0        | 26        |
|                            | EDINBURGH         | CSA                         | S              | A        | 26                | 0        | 0                          | 96            | 0             | 0                | 4                | 0                 | 0                    | 4             | 0                    | 0                  | 0        | 0         |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: P

| ORIGIN / DESTINATION        | REPORTING AIRPORT | AIRLINE                     | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         | MAR 2003                   |                     |                            |                          |
|-----------------------------|-------------------|-----------------------------|-------------------|-------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|
|                             |                   |                             |                   |             | MATCHED           |          | UNMATCHED | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |
|                             |                   |                             |                   |             | Actual<br>(7)     | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |
| PRAGUE                      | EDINBURGH         | CSA                         | S                 | D           | 26                | 0        | 0         | 46                         | 50               | 4                | 0                      | 0                      | 0                       | 16                         | 0                   | 0                          | 0                        |
|                             | HEATHROW          | CSA                         | S                 | A           | 89                | 0        | 0         | 57                         | 20               | 13               | 9                      | 0                      | 0                       | 21                         | 65                  | 11                         | 62                       |
|                             | HEATHROW          | CSA                         | S                 | D           | 89                | 0        | 0         | 72                         | 11               | 13               | 3                      | 0                      | 0                       | 14                         | 92                  | 6                          | 62                       |
|                             | MANCHESTER        | CSA                         | S                 | A           | 46                | 0        | 0         | 85                         | 9                | 7                | 0                      | 0                      | 0                       | 7                          | 90                  | 5                          | 39                       |
|                             | MANCHESTER        | CSA                         | S                 | D           | 46                | 0        | 0         | 91                         | 2                | 7                | 0                      | 0                      | 0                       | 6                          | 95                  | 4                          | 39                       |
|                             | STANSTED          | CSA                         | S                 | A           | 55                | 0        | 0         | 85                         | 13               | 0                | 2                      | 0                      | 0                       | 8                          | 74                  | 21                         | 54                       |
|                             | STANSTED          | CSA                         | S                 | D           | 55                | 0        | 0         | 80                         | 11               | 5                | 4                      | 0                      | 0                       | 11                         | 72                  | 19                         | 54                       |
|                             | NEWCASTLE         | EASYJET AIRLINE COMPANY LTD | S                 | A           | 31                | 0        | 0         | 74                         | 10               | 10               | 6                      | 0                      | 0                       | 14                         | 0                   | 0                          | 0                        |
|                             | NEWCASTLE         | EASYJET AIRLINE COMPANY LTD | S                 | D           | 31                | 0        | 0         | 84                         | 6                | 3                | 6                      | 0                      | 0                       | 11                         | 0                   | 0                          | 0                        |
|                             | STANSTED          | EASYJET AIRLINE COMPANY LTD | S                 | A           | 93                | 1        | 0         | 75                         | 12               | 9                | 4                      | 0                      | 0                       | 12                         | 70                  | 17                         | 93                       |
|                             | STANSTED          | EASYJET AIRLINE COMPANY LTD | S                 | D           | 93                | 0        | 0         | 57                         | 24               | 14               | 5                      | 0                      | 0                       | 19                         | 47                  | 26                         | 92                       |
|                             | GLASGOW           | THOMAS COOK AIRLINES LTD    | C                 | A           | 2                 | 0        | 0         | 0                          | 0                | 100              | 0                      | 0                      | 0                       | 46                         | 0                   | 0                          | 0                        |
|                             | GLASGOW           | THOMAS COOK AIRLINES LTD    | C                 | D           | 2                 | 0        | 0         | 50                         | 0                | 50               | 0                      | 0                      | 0                       | 26                         | 0                   | 0                          | 0                        |
| <b>TOTAL PRAGUE</b>         |                   |                             |                   |             | <b>1012</b>       | <b>4</b> | <b>1</b>  | <b>67</b>                  | <b>15</b>        | <b>11</b>        | <b>6</b>               | <b>0</b>               | <b>0</b>                | <b>18</b>                  | <b>74</b>           | <b>14</b>                  | <b>14</b>                |
| PRESTWICK                   | STANSTED          | RYANAIR                     | S                 | A           | 228               | 0        | 3         | 95                         | 1                | 3                | 1                      | 0                      | 0                       | 4                          | 95                  | 5                          | 237                      |
|                             | STANSTED          | RYANAIR                     | S                 | D           | 228               | 0        | 1         | 88                         | 7                | 3                | 3                      | 0                      | 0                       | 7                          | 89                  | 7                          | 241                      |
| <b>TOTAL PRESTWICK</b>      |                   |                             |                   |             | <b>456</b>        | <b>1</b> | <b>4</b>  | <b>91</b>                  | <b>4</b>         | <b>3</b>         | <b>2</b>               | <b>0</b>               | <b>0</b>                | <b>6</b>                   | <b>92</b>           | <b>6</b>                   | <b>6</b>                 |
| PRISTINA                    | GATWICK           | BRITISH AIRWAYS PLC         | S                 | A           | 14                | 0        | 0         | 93                         | 7                | 0                | 0                      | 0                      | 0                       | 3                          | 100                 | 0                          | 13                       |
|                             | GATWICK           | BRITISH AIRWAYS PLC         | S                 | D           | 14                | 0        | 0         | 71                         | 14               | 14               | 0                      | 0                      | 0                       | 13                         | 69                  | 14                         | 13                       |
|                             | STANSTED          | CHANNEL EXPRESS (AIR SVS)   | C                 | A           | 2                 | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 0                          | 100                 | 0                          | 1                        |
| <b>TOTAL PRISTINA</b>       |                   |                             |                   |             | <b>30</b>         | <b>2</b> | <b>0</b>  | <b>83</b>                  | <b>10</b>        | <b>7</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>7</b>                   | <b>87</b>           | <b>7</b>                   | <b>7</b>                 |
| PROVIDENCIALES              | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | A           | 5                 | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 2                          | 60                  | 21                         | 5                        |
|                             | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | D           | 4                 | 0        | 0         | 75                         | 25               | 0                | 0                      | 0                      | 0                       | 9                          | 60                  | 28                         | 5                        |
| <b>TOTAL PROVIDENCIALES</b> |                   |                             |                   |             | <b>9</b>          | <b>0</b> | <b>0</b>  | <b>89</b>                  | <b>11</b>        | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>5</b>                   | <b>60</b>           | <b>24</b>                  | <b>24</b>                |
| PUERTO PLATA                | GATWICK           | BRITANNIA AIRWAYS           | C                 | A           | 5                 | 0        | 0         | 80                         | 20               | 0                | 0                      | 0                      | 0                       | 4                          | 80                  | 19                         | 5                        |
|                             | GATWICK           | BRITANNIA AIRWAYS           | C                 | D           | 4                 | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 2                          | 80                  | 27                         | 5                        |
|                             | MANCHESTER        | BRITANNIA AIRWAYS           | C                 | A           | 5                 | 0        | 0         | 80                         | 20               | 0                | 0                      | 0                      | 0                       | 7                          | 0                   | 0                          | 0                        |
|                             | MANCHESTER        | BRITANNIA AIRWAYS           | C                 | D           | 5                 | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 0                          | 0                   | 0                          | 0                        |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: P

| ORIGIN / DESTINATION         | REPORTING AIRPORT | AIRLINE                  | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |           | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  |                   |                      | MAR 2003      |                      |                    |            |          |
|------------------------------|-------------------|--------------------------|----------------|----------|-------------------|-----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|------------|----------|
|                              |                   |                          |                |          | MATCHED           | UNMATCHED | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |            |          |
|                              |                   |                          |                |          |                   |           |                            |               |               |                  |                  |                   |                      |               |                      |                    | Actual (7) | Plan (8) |
| PUERTO PLATA                 |                   |                          |                |          |                   |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |            |          |
|                              | GATWICK           | FIRST CHOICE AIRWAYS LTD | C              | A        | 5                 | 0         | 0                          | 80            | 0             | 20               | 0                | 0                 | 0                    | 12            | 100                  | 2                  | 2          |          |
|                              | GATWICK           | FIRST CHOICE AIRWAYS LTD | C              | D        | 4                 | 0         | 0                          | 75            | 25            | 0                | 0                | 0                 | 0                    | 10            | 100                  | 6                  | 2          |          |
|                              | GATWICK           | MY TRAVEL AIRWAYS UK     | C              | A        | 5                 | 0         | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 2             | 50                   | 11                 | 4          |          |
|                              | GATWICK           | MY TRAVEL AIRWAYS UK     | C              | D        | 5                 | 0         | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 5             | 100                  | 2                  | 4          |          |
|                              | MANCHESTER        | MY TRAVEL AIRWAYS UK     | C              | A        | 3                 | 0         | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 0             | 75                   | 49                 | 4          |          |
|                              | MANCHESTER        | MY TRAVEL AIRWAYS UK     | C              | D        | 3                 | 0         | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 0             | 50                   | 43                 | 4          |          |
|                              | GATWICK           | THOMAS COOK AIRLINES LTD | C              | A        | 5                 | 0         | 0                          | 80            | 20            | 0                | 0                | 0                 | 0                    | 8             | 0                    | 0                  | 0          |          |
|                              | GATWICK           | THOMAS COOK AIRLINES LTD | C              | D        | 4                 | 0         | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 4             | 0                    | 0                  | 0          |          |
|                              | MANCHESTER        | THOMAS COOK AIRLINES LTD | C              | A        | 4                 | 0         | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 0             | 0                    | 0                  | 0          |          |
|                              | MANCHESTER        | THOMAS COOK AIRLINES LTD | C              | D        | 4                 | 0         | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 0             | 0                    | 0                  | 0          |          |
| <b>TOTAL PUERTO PLATA</b>    |                   |                          |                |          | <b>61</b>         | <b>0</b>  | <b>0</b>                   | <b>92</b>     | <b>7</b>      | <b>2</b>         | <b>0</b>         | <b>0</b>          | <b>0</b>             | <b>4</b>      | <b>72</b>            | <b>37</b>          | <b>37</b>  |          |
| PUERTO VALLARTA              |                   |                          |                |          |                   |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |            |          |
|                              | GATWICK           | FIRST CHOICE AIRWAYS LTD | C              | D        | 3                 | 0         | 0                          | 0             | 33            | 33               | 33               | 0                 | 0                    | 69            | 60                   | 94                 | 5          |          |
| <b>TOTAL PUERTO VALLARTA</b> |                   |                          |                |          | <b>3</b>          | <b>0</b>  | <b>0</b>                   | <b>0</b>      | <b>33</b>     | <b>33</b>        | <b>33</b>        | <b>0</b>          | <b>0</b>             | <b>69</b>     | <b>30</b>            | <b>120</b>         | <b>120</b> |          |
| PUNTA CANA                   |                   |                          |                |          |                   |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |            |          |
|                              | GATWICK           | BRITANNIA AIRWAYS        | C              | A        | 4                 | 0         | 0                          | 50            | 25            | 25               | 0                | 0                 | 0                    | 15            | 0                    | 0                  | 0          |          |
|                              | GATWICK           | BRITANNIA AIRWAYS        | C              | D        | 5                 | 0         | 0                          | 80            | 0             | 20               | 0                | 0                 | 0                    | 16            | 0                    | 0                  | 0          |          |
|                              | MANCHESTER        | BRITANNIA AIRWAYS        | C              | A        | 5                 | 0         | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 2             | 0                    | 0                  | 0          |          |
|                              | MANCHESTER        | BRITANNIA AIRWAYS        | C              | D        | 4                 | 0         | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 0             | 0                    | 0                  | 0          |          |
|                              | GATWICK           | MY TRAVEL AIRWAYS UK     | C              | A        | 4                 | 0         | 0                          | 75            | 0             | 25               | 0                | 0                 | 0                    | 16            | 0                    | 0                  | 0          |          |
|                              | GATWICK           | MY TRAVEL AIRWAYS UK     | C              | D        | 5                 | 0         | 0                          | 20            | 20            | 40               | 20               | 0                 | 0                    | 37            | 0                    | 0                  | 0          |          |
|                              | MANCHESTER        | THOMAS COOK AIRLINES LTD | C              | A        | 4                 | 0         | 0                          | 50            | 0             | 50               | 0                | 0                 | 0                    | 25            | 0                    | 0                  | 0          |          |
|                              | MANCHESTER        | THOMAS COOK AIRLINES LTD | C              | D        | 5                 | 0         | 0                          | 60            | 20            | 0                | 0                | 0                 | 20                   | 97            | 0                    | 0                  | 0          |          |
| <b>TOTAL PUNTA CANA</b>      |                   |                          |                |          | <b>36</b>         | <b>0</b>  | <b>0</b>                   | <b>67</b>     | <b>8</b>      | <b>19</b>        | <b>3</b>         | <b>0</b>          | <b>3</b>             | <b>27</b>     | <b>0</b>             | <b>0</b>           | <b>0</b>   |          |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: R

| ORIGIN / DESTINATION                 | REPORTING AIRPORT | AIRLINE                    | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          | PERCENTAGE OF FLIGHTS LATE |           |                        |                  |                  |                        | MAR 2003               |                         |                            |                     |                            |                          |
|--------------------------------------|-------------------|----------------------------|-------------------|-------------|-------------------|----------|----------------------------|-----------|------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|
|                                      |                   |                            |                   |             | MATCHED           |          | UNMATCHED                  |           | Early<br>to 15<br>mins | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |
|                                      |                   |                            |                   |             | Actual<br>(7)     | Plan (8) |                            |           |                        |                  |                  |                        |                        |                         |                            |                     |                            |                          |
| RALEIGH                              | GATWICK           | AMERICAN AIRLINES          | S                 | A           | 31                | 0        | 0                          | 68        | 23                     | 10               | 0                | 0                      | 0                      | 10                      | 81                         | 16                  | 31                         |                          |
|                                      | GATWICK           | AMERICAN AIRLINES          | S                 | D           | 31                | 0        | 0                          | 71        | 16                     | 13               | 0                | 0                      | 0                      | 12                      | 97                         | 5                   | 31                         |                          |
| <b>TOTAL RALEIGH</b>                 |                   |                            |                   |             | <b>62</b>         | <b>0</b> | <b>0</b>                   | <b>69</b> | <b>19</b>              | <b>11</b>        | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>11</b>               | <b>89</b>                  | <b>11</b>           | <b>11</b>                  |                          |
| REUS                                 | STANSTED          | RYANAIR                    | S                 | A           | 62                | 0        | 0                          | 97        | 3                      | 0                | 0                | 0                      | 1                      | 0                       | 0                          | 0                   | 0                          |                          |
|                                      | STANSTED          | RYANAIR                    | S                 | D           | 62                | 0        | 0                          | 84        | 13                     | 3                | 0                | 0                      | 0                      | 8                       | 0                          | 0                   | 0                          |                          |
| <b>TOTAL REUS</b>                    |                   |                            |                   |             | <b>124</b>        | <b>0</b> | <b>0</b>                   | <b>90</b> | <b>8</b>               | <b>2</b>         | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>5</b>                | <b>0</b>                   | <b>0</b>            | <b>0</b>                   |                          |
| REYKJAVIK                            |                   |                            |                   |             |                   |          |                            |           |                        |                  |                  |                        |                        |                         |                            |                     |                            |                          |
| RHODES                               |                   |                            |                   |             |                   |          |                            |           |                        |                  |                  |                        |                        |                         |                            |                     |                            |                          |
| <b>TOTAL RHODES</b>                  |                   |                            |                   |             | <b>2</b>          | <b>0</b> | <b>0</b>                   | <b>0</b>  | <b>100</b>             | <b>0</b>         | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>25</b>               | <b>0</b>                   | <b>0</b>            | <b>0</b>                   |                          |
| RIGA                                 | HEATHROW          | AIR BALTIC CORPORATION SIA | S                 | A           | 4                 | 0        | 0                          | 100       | 0                      | 0                | 0                | 0                      | 0                      | 5                       | 0                          | 0                   | 0                          |                          |
|                                      | HEATHROW          | AIR BALTIC CORPORATION SIA | S                 | D           | 4                 | 0        | 0                          | 100       | 0                      | 0                | 0                | 0                      | 0                      | 7                       | 0                          | 0                   | 0                          |                          |
|                                      | HEATHROW          | BRITISH AIRWAYS PLC        | S                 | A           | 22                | 0        | 0                          | 86        | 0                      | 14               | 0                | 0                      | 0                      | 10                      | 78                         | 8                   | 23                         |                          |
|                                      | HEATHROW          | BRITISH AIRWAYS PLC        | S                 | D           | 21                | 0        | 0                          | 57        | 33                     | 5                | 5                | 0                      | 0                      | 18                      | 91                         | 8                   | 22                         |                          |
| <b>TOTAL RIGA</b>                    |                   |                            |                   |             | <b>51</b>         | <b>0</b> | <b>0</b>                   | <b>76</b> | <b>14</b>              | <b>8</b>         | <b>2</b>         | <b>0</b>               | <b>0</b>               | <b>12</b>               | <b>84</b>                  | <b>8</b>            | <b>8</b>                   |                          |
| RIO DE JANEIRO (GALEAO)              | HEATHROW          | BRITISH AIRWAYS PLC        | S                 | A           | 13                | 0        | 0                          | 38        | 15                     | 8                | 38               | 0                      | 0                      | 39                      | 93                         | 23                  | 30                         |                          |
|                                      | HEATHROW          | BRITISH AIRWAYS PLC        | S                 | D           | 13                | 0        | 0                          | 69        | 15                     | 15               | 0                | 0                      | 0                      | 13                      | 79                         | 40                  | 29                         |                          |
|                                      | HEATHROW          | VARIG                      | S                 | A           | 31                | 0        | 0                          | 6         | 23                     | 16               | 45               | 6                      | 3                      | 88                      | 77                         | 9                   | 31                         |                          |
|                                      | HEATHROW          | VARIG                      | S                 | D           | 29                | 1        | 2                          | 48        | 31                     | 14               | 7                | 0                      | 0                      | 19                      | 74                         | 13                  | 31                         |                          |
| <b>TOTAL RIO DE JANEIRO (GALEAO)</b> |                   |                            |                   |             | <b>86</b>         | <b>1</b> | <b>2</b>                   | <b>35</b> | <b>23</b>              | <b>14</b>        | <b>24</b>        | <b>2</b>               | <b>1</b>               | <b>46</b>               | <b>81</b>                  | <b>21</b>           | <b>21</b>                  |                          |
| RIYADH                               | HEATHROW          | BRITISH AIRWAYS PLC        | S                 | A           | 13                | 0        | 0                          | 100       | 0                      | 0                | 0                | 0                      | 0                      | 1                       | 69                         | 10                  | 13                         |                          |
|                                      | HEATHROW          | BRITISH AIRWAYS PLC        | S                 | D           | 14                | 0        | 0                          | 64        | 14                     | 21               | 0                | 0                      | 0                      | 16                      | 93                         | 7                   | 14                         |                          |
|                                      | HEATHROW          | SAUDI ARABIAN AIRLINES     | S                 | A           | 12                | 0        | 0                          | 100       | 0                      | 0                | 0                | 0                      | 0                      | 0                       | 75                         | 9                   | 12                         |                          |
|                                      | HEATHROW          | SAUDI ARABIAN AIRLINES     | S                 | D           | 12                | 0        | 0                          | 83        | 8                      | 8                | 0                | 0                      | 0                      | 10                      | 77                         | 8                   | 13                         |                          |
| <b>TOTAL RIYADH</b>                  |                   |                            |                   |             | <b>51</b>         | <b>0</b> | <b>0</b>                   | <b>86</b> | <b>6</b>               | <b>8</b>         | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>7</b>                | <b>79</b>                  | <b>8</b>            | <b>8</b>                   |                          |
| RODEZ                                | STANSTED          | RYANAIR                    | S                 | A           | 31                | 0        | 0                          | 97        | 0                      | 0                | 0                | 0                      | 3                      | 18                      | 0                          | 0                   | 0                          |                          |
|                                      | STANSTED          | RYANAIR                    | S                 | D           | 31                | 0        | 0                          | 97        | 3                      | 0                | 0                | 0                      | 0                      | 2                       | 0                          | 0                   | 0                          |                          |
| <b>TOTAL RODEZ</b>                   |                   |                            |                   |             | <b>62</b>         | <b>0</b> | <b>0</b>                   | <b>97</b> | <b>2</b>               | <b>0</b>         | <b>0</b>         | <b>0</b>               | <b>2</b>               | <b>10</b>               | <b>0</b>                   | <b>0</b>            | <b>0</b>                   |                          |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: R

| ORIGIN / DESTINATION          | REPORTING AIRPORT | AIRLINE                         | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |          |                  | PERCENTAGE OF FLIGHTS LATE |               |                  |                  |                   |                      | MAR 2003      |                      |                    |           |           |   |   |
|-------------------------------|-------------------|---------------------------------|----------------|----------|-------------------|----------|------------------|----------------------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|-----------|-----------|---|---|
|                               |                   |                                 |                |          | Actual (7)        | Plan (8) | Early to 15 mins | 16 to 30 mins              | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |           |           |   |   |
|                               |                   |                                 |                |          |                   |          |                  |                            |               |                  |                  |                   |                      |               |                      |                    | MATCHED   | UNMATCHED |   |   |
| ROME (CIAMPINO)               |                   |                                 |                |          |                   |          |                  |                            |               |                  |                  |                   |                      |               |                      |                    |           |           |   |   |
|                               | EDINBURGH         | BRITANNIA AIRWAYS               | C              | A        | 2                 | 0        | 0                | 0                          | 50            | 50               | 0                | 0                 | 0                    | 28            | 0                    | 0                  | 0         | 0         |   |   |
|                               | EDINBURGH         | BRITANNIA AIRWAYS               | C              | D        | 2                 | 0        | 0                | 50                         | 50            | 0                | 0                | 0                 | 10                   | 0             | 0                    | 0                  | 0         | 0         |   |   |
|                               | STANSTED          | EASYJET AIRLINE COMPANY LTD     | S              | A        | 62                | 0        | 0                | 85                         | 8             | 3                | 2                | 2                 | 9                    | 66            | 23                   | 61                 |           |           |   |   |
|                               | STANSTED          | EASYJET AIRLINE COMPANY LTD     | S              | D        | 62                | 0        | 0                | 74                         | 15            | 10               | 2                | 0                 | 10                   | 51            | 29                   | 61                 |           |           |   |   |
|                               | EDINBURGH         | FIRST CHOICE AIRWAYS LTD        | C              | A        | 2                 | 0        | 0                | 100                        | 0             | 0                | 0                | 0                 | 4                    | 0             | 0                    | 0                  | 0         | 0         |   |   |
|                               | EDINBURGH         | FIRST CHOICE AIRWAYS LTD        | C              | D        | 2                 | 0        | 0                | 0                          | 50            | 50               | 0                | 0                 | 38                   | 0             | 0                    | 0                  | 0         | 0         |   |   |
|                               | STANSTED          | RYANAIR                         | S              | A        | 186               | 1        | 0                | 86                         | 9             | 4                | 1                | 1                 | 9                    | 81            | 7                    | 119                |           |           |   |   |
|                               | STANSTED          | RYANAIR                         | S              | D        | 186               | 0        | 1                | 73                         | 16            | 10               | 1                | 0                 | 12                   | 72            | 12                   | 123                |           |           |   |   |
| <b>TOTAL ROME (CIAMPINO)</b>  |                   |                                 |                |          | <b>504</b>        | <b>4</b> | <b>1</b>         | <b>79</b>                  | <b>12</b>     | <b>7</b>         | <b>1</b>         | <b>1</b>          | <b>0</b>             | <b>10</b>     | <b>70</b>            | <b>15</b>          | <b>15</b> |           |   |   |
| ROME (FIUMICINO)              |                   |                                 |                |          |                   |          |                  |                            |               |                  |                  |                   |                      |               |                      |                    |           |           |   |   |
|                               | HEATHROW          | ALITALIA                        | S              | A        | 153               | 0        | 1                | 50                         | 18            | 24               | 8                | 1                 | 0                    | 25            | 55                   | 22                 | 158       |           |   |   |
|                               | HEATHROW          | ALITALIA                        | S              | D        | 154               | 0        | 1                | 57                         | 8             | 18               | 16               | 1                 | 0                    | 28            | 68                   | 19                 | 158       |           |   |   |
|                               | BIRMINGHAM        | BRITISH AIRWAYS CITIEXPRESS LTD | S              | A        | 27                | 0        | 0                | 78                         | 11            | 7                | 4                | 0                 | 0                    | 12            | 0                    | 0                  | 0         | 0         | 0 |   |
|                               | BIRMINGHAM        | BRITISH AIRWAYS CITIEXPRESS LTD | S              | D        | 27                | 0        | 0                | 59                         | 7             | 15               | 19               | 0                 | 0                    | 24            | 0                    | 0                  | 0         | 0         | 0 |   |
|                               | EDINBURGH         | BRITISH AIRWAYS CITIEXPRESS LTD | S              | D        | 20                | 0        | 0                | 85                         | 5             | 10               | 0                | 0                 | 0                    | 12            | 39                   | 28                 | 18        |           |   |   |
|                               | MANCHESTER        | BRITISH AIRWAYS CITIEXPRESS LTD | S              | A        | 33                | 0        | 0                | 79                         | 6             | 6                | 9                | 0                 | 0                    | 14            | 0                    | 0                  | 0         | 0         | 0 |   |
|                               | MANCHESTER        | BRITISH AIRWAYS CITIEXPRESS LTD | S              | D        | 34                | 0        | 0                | 71                         | 18            | 6                | 6                | 0                 | 0                    | 15            | 0                    | 0                  | 0         | 0         | 0 |   |
|                               | GATWICK           | BRITISH AIRWAYS PLC             | S              | A        | 31                | 0        | 0                | 81                         | 3             | 13               | 3                | 0                 | 0                    | 12            | 65                   | 16                 | 31        |           |   |   |
|                               | GATWICK           | BRITISH AIRWAYS PLC             | S              | D        | 31                | 0        | 0                | 81                         | 10            | 3                | 6                | 0                 | 0                    | 11            | 84                   | 10                 | 31        |           |   |   |
|                               | HEATHROW          | BRITISH AIRWAYS PLC             | S              | A        | 155               | 0        | 0                | 65                         | 15            | 12               | 8                | 0                 | 0                    | 19            | 68                   | 16                 | 154       |           |   |   |
|                               | HEATHROW          | BRITISH AIRWAYS PLC             | S              | D        | 155               | 0        | 0                | 70                         | 17            | 9                | 4                | 0                 | 0                    | 14            | 84                   | 14                 | 154       |           |   |   |
| <b>TOTAL ROME (FIUMICINO)</b> |                   |                                 |                |          | <b>822</b>        | <b>0</b> | <b>2</b>         | <b>64</b>                  | <b>13</b>     | <b>14</b>        | <b>9</b>         | <b>0</b>          | <b>0</b>             | <b>20</b>     | <b>65</b>            | <b>20</b>          | <b>20</b> |           |   |   |
| ROTTERDAM                     |                   |                                 |                |          |                   |          |                  |                            |               |                  |                  |                   |                      |               |                      |                    |           |           |   |   |
|                               | HEATHROW          | KLM                             | S              | A        | 96                | 0        | 4                | 80                         | 8             | 6                | 5                | 0                 | 0                    | 10            | 98                   | 2                  | 94        |           |   |   |
|                               | HEATHROW          | KLM                             | S              | D        | 98                | 0        | 5                | 80                         | 11            | 4                | 5                | 0                 | 0                    | 11            | 96                   | 2                  | 94        |           |   |   |
|                               | HEATHROW          | KLM CITYHOPPER                  | S              | A        | 4                 | 0        | 0                | 75                         | 0             | 25               | 0                | 0                 | 0                    | 11            | 100                  | 0                  | 5         |           |   |   |
|                               | HEATHROW          | KLM CITYHOPPER                  | S              | D        | 4                 | 0        | 0                | 50                         | 50            | 0                | 0                | 0                 | 0                    | 14            | 100                  | 0                  | 5         |           |   |   |
|                               | STANSTED          | TRANSAVIA                       | S              | A        | 8                 | 0        | 0                | 100                        | 0             | 0                | 0                | 0                 | 0                    | 0             | 0                    | 0                  | 0         | 0         | 0 | 0 |
|                               | STANSTED          | TRANSAVIA                       | S              | D        | 8                 | 0        | 0                | 88                         | 0             | 13               | 0                | 0                 | 0                    | 5             | 0                    | 0                  | 0         | 0         | 0 | 0 |
|                               | LONDON CITY       | VLM (BELGIUM)                   | S              | A        | 172               | 3        | 2                | 94                         | 4             | 1                | 1                | 0                 | 0                    | 3             | 88                   | 5                  | 146       |           |   |   |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: R

| ORIGIN / DESTINATION   | REPORTING AIRPORT | AIRLINE       | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  |                   | MAR 2003             |               |                      |                    |
|------------------------|-------------------|---------------|----------------|----------|-------------------|----------|-----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|
|                        |                   |               |                |          | MATCHED           |          | UNMATCHED | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |
|                        |                   |               |                |          | Actual (7)        | Plan (8) |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |
| ROTTERDAM              | LONDON CITY       | VLM (BELGIUM) | S              | D        | 172               | 3        | 2         | 93                         | 5             | 1             | 2                | 0                | 0                 | 4                    | 93            | 4                    | 146                |
| <b>TOTAL ROTTERDAM</b> |                   |               |                |          | <b>564</b>        | <b>7</b> | <b>13</b> | <b>88</b>                  | <b>7</b>      | <b>3</b>      | <b>2</b>         | <b>0</b>         | <b>0</b>          | <b>6</b>             | <b>93</b>     | <b>3</b>             | <b>3</b>           |
| ROVANIEMI              | GATWICK           | ASTRAEUS LTD  | C              | D        | 2                 | 0        | 0         | 100                        | 0             | 0             | 0                | 0                | 0                 | 0                    | 0             | 0                    | 0                  |
| <b>TOTAL ROVANIEMI</b> |                   |               |                |          | <b>5</b>          | <b>0</b> | <b>0</b>  | <b>100</b>                 | <b>0</b>      | <b>0</b>      | <b>0</b>         | <b>0</b>         | <b>0</b>          | <b>2</b>             | <b>25</b>     | <b>43</b>            | <b>43</b>          |
| RZESZOW                |                   |               |                |          | 5                 | 0        | 0         | 20                         | 20            | 20            | 40               | 0                | 0                 | 53                   | 0             | 73                   | 73                 |
| <b>TOTAL RZESZOW</b>   |                   |               |                |          | <b>5</b>          | <b>0</b> | <b>0</b>  | <b>20</b>                  | <b>20</b>     | <b>20</b>     | <b>40</b>        | <b>0</b>         | <b>0</b>          | <b>53</b>            | <b>0</b>      | <b>73</b>            | <b>73</b>          |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: S

| ORIGIN / DESTINATION  | REPORTING AIRPORT | AIRLINE                  | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |          | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  |                   | MAR 2003             |               |                      |                    |           |           |
|-----------------------|-------------------|--------------------------|----------------|----------|-------------------|----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|-----------|-----------|
|                       |                   |                          |                |          | Actual (7)        | Plan (8) | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |           |           |
|                       |                   |                          |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    | Matched   | Unmatched |
| SALONIKA              |                   |                          |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |           |
|                       | GATWICK           | OLYMPIC AIRWAYS          |                | S A      | 22                | 0        | 0                          | 68            | 23            | 9                | 0                | 0                 | 0                    | 9             | 86                   | 25                 | 21        |           |
|                       | GATWICK           | OLYMPIC AIRWAYS          |                | S D      | 22                | 0        | 0                          | 82            | 14            | 5                | 0                | 0                 | 0                    | 8             | 86                   | 27                 | 21        |           |
| <b>TOTAL SALONIKA</b> |                   |                          |                |          | <b>51</b>         | <b>1</b> | <b>0</b>                   | <b>69</b>     | <b>18</b>     | <b>12</b>        | <b>2</b>         | <b>0</b>          | <b>0</b>             | <b>14</b>     | <b>86</b>            | <b>26</b>          | <b>26</b> |           |
| SALZBURG              |                   |                          |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |           |
|                       | GATWICK           | ASTRAEUS LTD             |                | C A      | 2                 | 0        | 0                          | 0             | 100           | 0                | 0                | 0                 | 0                    | 23            | 0                    | 0                  | 0         |           |
|                       | GATWICK           | ASTRAEUS LTD             |                | C D      | 2                 | 0        | 0                          | 50            | 50            | 0                | 0                | 0                 | 0                    | 12            | 0                    | 0                  | 0         |           |
|                       | BIRMINGHAM        | BRITANNIA AIRWAYS        |                | C A      | 3                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 2             | 75                   | 18                 | 4         |           |
|                       | BIRMINGHAM        | BRITANNIA AIRWAYS        |                | C D      | 2                 | 1        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 10            | 67                   | 34                 | 3         |           |
|                       | GATWICK           | BRITANNIA AIRWAYS        |                | C A      | 8                 | 0        | 0                          | 75            | 0             | 13               | 13               | 0                 | 0                    | 21            | 100                  | 2                  | 10        |           |
|                       | GATWICK           | BRITANNIA AIRWAYS        |                | C D      | 8                 | 0        | 0                          | 50            | 13            | 25               | 13               | 0                 | 0                    | 34            | 80                   | 7                  | 10        |           |
|                       | GLASGOW           | BRITANNIA AIRWAYS        |                | C A      | 3                 | 0        | 0                          | 67            | 33            | 0                | 0                | 0                 | 0                    | 9             | 80                   | 10                 | 5         |           |
|                       | GLASGOW           | BRITANNIA AIRWAYS        |                | C D      | 3                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 3             | 100                  | 8                  | 4         |           |
|                       | LUTON             | BRITANNIA AIRWAYS        |                | C A      | 2                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 0             | 100                  | 0                  | 3         |           |
|                       | MANCHESTER        | BRITANNIA AIRWAYS        |                | C A      | 4                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 0             | 50                   | 15                 | 4         |           |
|                       | MANCHESTER        | BRITANNIA AIRWAYS        |                | C D      | 3                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 1             | 75                   | 13                 | 4         |           |
|                       | NEWCASTLE         | BRITANNIA AIRWAYS        |                | C A      | 3                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 1             | 75                   | 29                 | 4         |           |
|                       | NEWCASTLE         | BRITANNIA AIRWAYS        |                | C D      | 3                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 2             | 50                   | 29                 | 4         |           |
|                       | STANSTED          | BRITANNIA AIRWAYS        |                | C A      | 2                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 0             | 50                   | 31                 | 4         |           |
|                       | STANSTED          | BRITANNIA AIRWAYS        |                | C D      | 2                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 0             | 100                  | 2                  | 3         |           |
|                       | BIRMINGHAM        | EUROPEAN AIR CHARTER     |                | C A      | 2                 | 0        | 0                          | 50            | 50            | 0                | 0                | 0                 | 0                    | 14            | 0                    | 0                  | 0         |           |
|                       | BIRMINGHAM        | EUROPEAN AIR CHARTER     |                | C D      | 2                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 1             | 0                    | 0                  | 0         |           |
|                       | GATWICK           | EUROPEAN AIR CHARTER     |                | C A      | 2                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 0             | 50                   | 15                 | 4         |           |
|                       | GATWICK           | EUROPEAN AIR CHARTER     |                | C D      | 2                 | 0        | 0                          | 50            | 50            | 0                | 0                | 0                 | 0                    | 17            | 75                   | 21                 | 4         |           |
|                       | GATWICK           | FIRST CHOICE AIRWAYS LTD |                | C A      | 4                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 0             | 44                   | 25                 | 9         |           |
|                       | GATWICK           | FIRST CHOICE AIRWAYS LTD |                | C D      | 4                 | 0        | 0                          | 75            | 25            | 0                | 0                | 0                 | 0                    | 11            | 88                   | 7                  | 8         |           |
|                       | MANCHESTER        | FIRST CHOICE AIRWAYS LTD |                | C A      | 4                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 3             | 60                   | 25                 | 5         |           |
|                       | MANCHESTER        | FIRST CHOICE AIRWAYS LTD |                | C D      | 4                 | 0        | 0                          | 75            | 0             | 25               | 0                | 0                 | 0                    | 18            | 40                   | 31                 | 5         |           |
|                       | BIRMINGHAM        | FLYBE.BRITISH EUROPEAN   |                | S A      | 31                | 0        | 0                          | 58            | 32            | 3                | 3                | 3                 | 0                    | 21            | 0                    | 0                  | 0         |           |
|                       | BIRMINGHAM        | FLYBE.BRITISH EUROPEAN   |                | S D      | 31                | 0        | 0                          | 68            | 19            | 6                | 3                | 3                 | 0                    | 21            | 0                    | 0                  | 0         |           |
|                       | GATWICK           | MONARCH AIRLINES         |                | C A      | 4                 | 0        | 0                          | 25            | 75            | 0                | 0                | 0                 | 0                    | 13            | 67                   | 72                 | 3         |           |
|                       | GATWICK           | MONARCH AIRLINES         |                | C D      | 4                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 2             | 33                   | 90                 | 3         |           |
|                       | GATWICK           | MY TRAVEL AIRWAYS UK     |                | C A      | 4                 | 0        | 0                          | 50            | 25            | 25               | 0                | 0                 | 0                    | 20            | 40                   | 16                 | 5         |           |
|                       | GATWICK           | MY TRAVEL AIRWAYS UK     |                | C D      | 4                 | 0        | 0                          | 25            | 50            | 25               | 0                | 0                 | 0                    | 24            | 80                   | 9                  | 5         |           |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: S

| ORIGIN / DESTINATION          | REPORTING AIRPORT | AIRLINE                     | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |          | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  |                   |                      | MAR 2003      |                      |                    |           |  |
|-------------------------------|-------------------|-----------------------------|----------------|----------|-------------------|----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|-----------|--|
|                               |                   |                             |                |          | MATCHED           |          | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |           |  |
|                               |                   |                             |                |          | Actual (7)        | Plan (8) |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |  |
| SALZBURG                      |                   |                             |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |  |
|                               | MANCHESTER        | MY TRAVEL AIRWAYS UK        | C              | A        | 2                 | 0        | 0                          | 50            | 0             | 50               | 0                | 0                 | 0                    | 21            | 100                  | 3                  | 5         |  |
|                               | STANSTED          | RYANAIR                     | S              | A        | 62                | 0        | 0                          | 89            | 10            | 2                | 0                | 0                 | 5                    | 90            | 12                   | 58                 |           |  |
|                               | STANSTED          | RYANAIR                     | S              | D        | 62                | 0        | 0                          | 79            | 15            | 6                | 0                | 0                 | 10                   | 83            | 9                    | 58                 |           |  |
|                               | BIRMINGHAM        | THOMAS COOK AIRLINES LTD    | C              | A        | 2                 | 0        | 0                          | 50            | 0             | 0                | 0                | 50                | 0                    | 111           | 100                  | 1                  | 5         |  |
|                               | GATWICK           | THOMAS COOK AIRLINES LTD    | C              | A        | 4                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 3                    | 80            | 17                   | 5                  |           |  |
|                               | GATWICK           | THOMAS COOK AIRLINES LTD    | C              | D        | 3                 | 0        | 0                          | 33            | 67            | 0                | 0                | 0                 | 13                   | 75            | 28                   | 4                  |           |  |
|                               | MANCHESTER        | THOMAS COOK AIRLINES LTD    | C              | A        | 4                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 75            | 4                    | 4                  |           |  |
|                               | MANCHESTER        | THOMAS COOK AIRLINES LTD    | C              | D        | 3                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 4                    | 100           | 1                    | 4                  |           |  |
| <b>TOTAL SALZBURG</b>         |                   |                             |                |          | <b>297</b>        | <b>1</b> | <b>0</b>                   | <b>77</b>     | <b>16</b>     | <b>5</b>         | <b>1</b>         | <b>1</b>          | <b>0</b>             | <b>12</b>     | <b>79</b>            | <b>14</b>          | <b>14</b> |  |
| SAN DIEGO                     |                   |                             |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |  |
| SAN FRANCISCO                 |                   |                             |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |  |
|                               | HEATHROW          | BRITISH AIRWAYS PLC         | S              | A        | 62                | 0        | 0                          | 87            | 8             | 3                | 2                | 0                 | 6                    | 98            | 2                    | 57                 |           |  |
|                               | HEATHROW          | BRITISH AIRWAYS PLC         | S              | D        | 62                | 0        | 0                          | 53            | 18            | 19               | 8                | 2                 | 27                   | 73            | 16                   | 59                 |           |  |
|                               | HEATHROW          | UNITED AIRLINES             | S              | A        | 62                | 0        | 0                          | 84            | 8             | 3                | 5                | 0                 | 9                    | 87            | 7                    | 62                 |           |  |
|                               | HEATHROW          | UNITED AIRLINES             | S              | D        | 62                | 0        | 0                          | 76            | 19            | 5                | 0                | 0                 | 8                    | 94            | 6                    | 62                 |           |  |
|                               | HEATHROW          | VIRGIN ATLANTIC AIRWAYS LTD | S              | A        | 31                | 0        | 0                          | 35            | 32            | 26               | 6                | 0                 | 24                   | 58            | 16                   | 31                 |           |  |
|                               | HEATHROW          | VIRGIN ATLANTIC AIRWAYS LTD | S              | D        | 31                | 0        | 0                          | 48            | 32            | 10               | 10               | 0                 | 22                   | 74            | 10                   | 31                 |           |  |
| <b>TOTAL SAN FRANCISCO</b>    |                   |                             |                |          | <b>310</b>        | <b>0</b> | <b>0</b>                   | <b>68</b>     | <b>17</b>     | <b>10</b>        | <b>5</b>         | <b>0</b>          | <b>15</b>            | <b>83</b>     | <b>9</b>             | <b>9</b>           |           |  |
| SANAA                         |                   |                             |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |  |
|                               | HEATHROW          | YEMENIA                     | S              | A        | 9                 | 0        | 0                          | 44            | 0             | 44               | 11               | 0                 | 33                   | 38            | 23                   | 8                  |           |  |
|                               | HEATHROW          | YEMENIA                     | S              | D        | 9                 | 0        | 0                          | 67            | 22            | 11               | 0                | 0                 | 12                   | 67            | 14                   | 9                  |           |  |
| <b>TOTAL SANAA</b>            |                   |                             |                |          | <b>18</b>         | <b>0</b> | <b>0</b>                   | <b>56</b>     | <b>11</b>     | <b>28</b>        | <b>6</b>         | <b>0</b>          | <b>22</b>            | <b>45</b>     | <b>33</b>            | <b>33</b>          |           |  |
| SANDEFJORD(TORP)              |                   |                             |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |  |
|                               | STANSTED          | RYANAIR                     | S              | A        | 84                | 0        | 1                          | 90            | 5             | 4                | 0                | 1                 | 8                    | 58            | 22                   | 53                 |           |  |
|                               | STANSTED          | RYANAIR                     | S              | D        | 85                | 0        | 0                          | 78            | 18            | 5                | 0                | 0                 | 10                   | 61            | 19                   | 56                 |           |  |
| <b>TOTAL SANDEFJORD(TORP)</b> |                   |                             |                |          | <b>169</b>        | <b>0</b> | <b>1</b>                   | <b>84</b>     | <b>11</b>     | <b>4</b>         | <b>0</b>         | <b>1</b>          | <b>9</b>             | <b>60</b>     | <b>20</b>            | <b>20</b>          |           |  |
| SANFORD                       |                   |                             |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |  |
|                               | GATWICK           | AIR ATLANTA EUROPE LTD      | C              | A        | 3                 | 0        | 0                          | 67            | 0             | 33               | 0                | 0                 | 14                   | 0             | 0                    | 0                  |           |  |
|                               | GATWICK           | AIR ATLANTA EUROPE LTD      | C              | D        | 3                 | 0        | 0                          | 0             | 67            | 0                | 33               | 0                 | 41                   | 0             | 0                    | 0                  |           |  |
|                               | MANCHESTER        | AIR ATLANTA EUROPE LTD      | C              | A        | 3                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 7                    | 0             | 0                    | 0                  |           |  |
|                               | MANCHESTER        | AIR ATLANTA EUROPE LTD      | C              | D        | 3                 | 0        | 0                          | 0             | 67            | 0                | 33               | 0                 | 43                   | 0             | 0                    | 0                  |           |  |
|                               | GATWICK           | BRITANNIA AIRWAYS           | C              | A        | 4                 | 0        | 0                          | 75            | 0             | 25               | 0                | 0                 | 14                   | 50            | 18                   | 4                  |           |  |



## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: S

| ORIGIN / DESTINATION                        | REPORTING AIRPORT | AIRLINE                  | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |          | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  |                   | MAR 2003             |               |                      |                    |           |  |
|---|-------------------|--------------------------|----------------|----------|-------------------|----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|-----------|--|
|   |                   |                          |                |          | MATCHED           |          | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |           |  |
|   |                   |                          |                |          | Actual (7)        | Plan (8) |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |  |
| SANFORD                                     |                   |                          |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |  |
|   | GATWICK           | BRITANNIA AIRWAYS        | C              | D        | 4                 | 0        | 0                          | 75            | 0             | 25               | 0                | 0                 | 0                    | 15            | 75                   | 10                 | 4         |  |
|   | MANCHESTER        | BRITANNIA AIRWAYS        | C              | A        | 4                 | 0        | 0                          | 75            | 0             | 25               | 0                | 0                 | 0                    | 13            | 0                    | 0                  | 0         |  |
|   | MANCHESTER        | BRITANNIA AIRWAYS        | C              | D        | 4                 | 0        | 0                          | 75            | 0             | 0                | 25               | 0                 | 0                    | 21            | 0                    | 0                  | 0         |  |
|   | GATWICK           | FIRST CHOICE AIRWAYS LTD | C              | A        | 4                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 3             | 60                   | 18                 | 5         |  |
|   | GATWICK           | FIRST CHOICE AIRWAYS LTD | C              | D        | 4                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 9             | 80                   | 9                  | 5         |  |
|   | MANCHESTER        | FIRST CHOICE AIRWAYS LTD | C              | A        | 4                 | 0        | 0                          | 25            | 25            | 25               | 25               | 0                 | 0                    | 48            | 50                   | 118                | 4         |  |
|   | MANCHESTER        | FIRST CHOICE AIRWAYS LTD | C              | D        | 4                 | 0        | 0                          | 25            | 0             | 50               | 25               | 0                 | 0                    | 54            | 75                   | 51                 | 4         |  |
|   | GATWICK           | MY TRAVEL AIRWAYS UK     | C              | A        | 4                 | 0        | 0                          | 75            | 25            | 0                | 0                | 0                 | 0                    | 6             | 40                   | 83                 | 5         |  |
|   | GATWICK           | MY TRAVEL AIRWAYS UK     | C              | D        | 5                 | 0        | 0                          | 80            | 20            | 0                | 0                | 0                 | 0                    | 10            | 20                   | 74                 | 5         |  |
|   | MANCHESTER        | MY TRAVEL AIRWAYS UK     | C              | A        | 4                 | 0        | 0                          | 25            | 50            | 25               | 0                | 0                 | 0                    | 25            | 0                    | 59                 | 4         |  |
|   | MANCHESTER        | MY TRAVEL AIRWAYS UK     | C              | D        | 6                 | 0        | 0                          | 50            | 17            | 33               | 0                | 0                 | 0                    | 19            | 40                   | 81                 | 5         |  |
|   | GATWICK           | THOMAS COOK AIRLINES LTD | C              | D        | 2                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 4             | 0                    | 0                  | 0         |  |
| <b>TOTAL SANFORD</b>                        |                   |                          |                |          | <b>72</b>         | <b>0</b> | <b>0</b>                   | <b>63</b>     | <b>17</b>     | <b>14</b>        | <b>7</b>         | <b>0</b>          | <b>0</b>             | <b>19</b>     | <b>49</b>            | <b>52</b>          | <b>52</b> |  |
| SANTA CRUZ DE LA PALMA                      |                   |                          |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |  |
|   | GATWICK           | THOMAS COOK AIRLINES LTD | C              | A        | 4                 | 0        | 0                          | 75            | 0             | 0                | 25               | 0                 | 0                    | 36            | 100                  | 2                  | 4         |  |
|   | GATWICK           | THOMAS COOK AIRLINES LTD | C              | D        | 4                 | 0        | 0                          | 50            | 25            | 0                | 25               | 0                 | 0                    | 50            | 100                  | 3                  | 4         |  |
|   | MANCHESTER        | THOMAS COOK AIRLINES LTD | C              | A        | 3                 | 0        | 0                          | 67            | 0             | 0                | 33               | 0                 | 0                    | 45            | 100                  | 0                  | 4         |  |
|   | MANCHESTER        | THOMAS COOK AIRLINES LTD | C              | D        | 4                 | 0        | 0                          | 75            | 0             | 0                | 25               | 0                 | 0                    | 42            | 100                  | 0                  | 4         |  |
| <b>TOTAL SANTA CRUZ DE LA PALMA</b>         |                   |                          |                |          | <b>15</b>         | <b>0</b> | <b>0</b>                   | <b>67</b>     | <b>7</b>      | <b>0</b>         | <b>27</b>        | <b>0</b>          | <b>0</b>             | <b>43</b>     | <b>100</b>           | <b>1</b>           | <b>1</b>  |  |
| SANTIAGO DE COMPOSTELA                      |                   |                          |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |  |
|   | HEATHROW          | IBERIA                   | S              | A        | 31                | 0        | 0                          | 74            | 10            | 6                | 10               | 0                 | 0                    | 19            | 97                   | 2                  | 31        |  |
|   | HEATHROW          | IBERIA                   | S              | D        | 30                | 0        | 1                          | 77            | 13            | 3                | 7                | 0                 | 0                    | 14            | 90                   | 4                  | 31        |  |
| <b>TOTAL SANTIAGO DE COMPOSTELA (SPAIN)</b> |                   |                          |                |          | <b>61</b>         | <b>0</b> | <b>1</b>                   | <b>75</b>     | <b>11</b>     | <b>5</b>         | <b>8</b>         | <b>0</b>          | <b>0</b>             | <b>17</b>     | <b>91</b>            | <b>4</b>           | <b>4</b>  |  |
| SARAJEVO                                    |                   |                          |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |  |
| SEATTLE (BOEING FLD INT)                    |                   |                          |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |  |
| SEATTLE (TACOMA)                            |                   |                          |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |  |
|   | HEATHROW          | BRITISH AIRWAYS PLC      | S              | A        | 31                | 0        | 0                          | 94            | 3             | 0                | 0                | 3                 | 0                    | 12            | 97                   | 2                  | 31        |  |
|   | HEATHROW          | BRITISH AIRWAYS PLC      | S              | D        | 31                | 0        | 0                          | 48            | 26            | 19               | 3                | 0                 | 3                    | 33            | 77                   | 13                 | 31        |  |
| <b>TOTAL SEATTLE (TACOMA)</b>               |                   |                          |                |          | <b>62</b>         | <b>0</b> | <b>0</b>                   | <b>71</b>     | <b>15</b>     | <b>10</b>        | <b>2</b>         | <b>2</b>          | <b>2</b>             | <b>22</b>     | <b>87</b>            | <b>8</b>           | <b>8</b>  |  |
| SEOUL (INCHEON)                             |                   |                          |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |  |
|   | HEATHROW          | ASIANA AIRLINES          | S              | A        | 13                | 0        | 0                          | 69            | 15            | 15               | 0                | 0                 | 0                    | 11            | 54                   | 17                 | 13        |  |
|   | HEATHROW          | ASIANA AIRLINES          | S              | D        | 13                | 0        | 0                          | 92            | 0             | 8                | 0                | 0                 | 0                    | 5             | 92                   | 3                  | 13        |  |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: S

| ORIGIN / DESTINATION            | REPORTING AIRPORT | AIRLINE                         | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  |                   | MAR 2003             |               |                      |                    |
|---------------------------------|-------------------|---------------------------------|----------------|----------|-------------------|----------|-----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|
|                                 |                   |                                 |                |          | MATCHED           |          | UNMATCHED | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |
|                                 |                   |                                 |                |          | Actual (7)        | Plan (8) |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |
| SEOUL (INCHEON)                 | HEATHROW          | KOREAN AIR                      |                | S A      | 22                | 0        | 0         | 68                         | 23            | 9             | 0                | 0                | 0                 | 9                    | 61            | 15                   | 23                 |
|                                 | HEATHROW          | KOREAN AIR                      |                | S D      | 22                | 0        | 0         | 77                         | 23            | 0             | 0                | 0                | 0                 | 9                    | 74            | 8                    | 23                 |
| <b>TOTAL SEOUL (INCHEON)</b>    |                   |                                 |                |          | <b>70</b>         | <b>0</b> | <b>0</b>  | <b>76</b>                  | <b>17</b>     | <b>7</b>      | <b>0</b>         | <b>0</b>         | <b>0</b>          | <b>8</b>             | <b>69</b>     | <b>11</b>            | <b>11</b>          |
| SEVILLE                         | GATWICK           | GB AIRWAYS LTD                  |                | S A      | 27                | 0        | 0         | 81                         | 4             | 7             | 7                | 0                | 0                 | 10                   | 68            | 15                   | 31                 |
|                                 | GATWICK           | GB AIRWAYS LTD                  |                | S D      | 27                | 0        | 0         | 74                         | 11            | 7             | 7                | 0                | 0                 | 14                   | 87            | 7                    | 31                 |
|                                 | HEATHROW          | IBERIA                          |                | S A      | 31                | 0        | 0         | 74                         | 10            | 10            | 6                | 0                | 0                 | 14                   | 87            | 6                    | 31                 |
|                                 | HEATHROW          | IBERIA                          |                | S D      | 31                | 0        | 0         | 90                         | 3             | 3             | 3                | 0                | 0                 | 7                    | 90            | 8                    | 31                 |
| <b>TOTAL SEVILLE</b>            |                   |                                 |                |          | <b>117</b>        | <b>1</b> | <b>0</b>  | <b>79</b>                  | <b>7</b>      | <b>7</b>      | <b>6</b>         | <b>0</b>         | <b>1</b>          | <b>23</b>            | <b>81</b>     | <b>10</b>            | <b>10</b>          |
| SEYCHELLES                      | HEATHROW          | AIR SEYCHELLES                  |                | S A      | 8                 | 0        | 0         | 50                         | 13            | 25            | 13               | 0                | 0                 | 24                   | 0             | 0                    | 0                  |
|                                 | HEATHROW          | AIR SEYCHELLES                  |                | S D      | 8                 | 0        | 0         | 50                         | 13            | 25            | 13               | 0                | 0                 | 31                   | 0             | 0                    | 0                  |
|                                 | HEATHROW          | BRITISH AIRWAYS PLC             |                | S A      | 8                 | 0        | 0         | 88                         | 0             | 0             | 13               | 0                | 0                 | 12                   | 67            | 14                   | 9                  |
|                                 | HEATHROW          | BRITISH AIRWAYS PLC             |                | S D      | 8                 | 0        | 0         | 75                         | 25            | 0             | 0                | 0                | 0                 | 7                    | 89            | 5                    | 9                  |
| <b>TOTAL SEYCHELLES</b>         |                   |                                 |                |          | <b>32</b>         | <b>0</b> | <b>0</b>  | <b>66</b>                  | <b>13</b>     | <b>13</b>     | <b>9</b>         | <b>0</b>         | <b>0</b>          | <b>18</b>            | <b>57</b>     | <b>76</b>            | <b>76</b>          |
| SHANGHAI (PU DONG)              | HEATHROW          | VIRGIN ATLANTIC AIRWAYS LTD     |                | S A      | 18                | 0        | 0         | 78                         | 17            | 0             | 6                | 0                | 0                 | 9                    | 31            | 31                   | 13                 |
|                                 | HEATHROW          | VIRGIN ATLANTIC AIRWAYS LTD     |                | S D      | 18                | 0        | 0         | 61                         | 28            | 6             | 6                | 0                | 0                 | 18                   | 71            | 13                   | 14                 |
| <b>TOTAL SHANGHAI (PU DONG)</b> |                   |                                 |                |          | <b>36</b>         | <b>0</b> | <b>0</b>  | <b>69</b>                  | <b>22</b>     | <b>3</b>      | <b>6</b>         | <b>0</b>         | <b>0</b>          | <b>13</b>            | <b>52</b>     | <b>21</b>            | <b>21</b>          |
| SHANNON                         | HEATHROW          | AER LINGUS                      |                | S A      | 97                | 0        | 0         | 51                         | 28            | 11            | 9                | 1                | 0                 | 25                   | 89            | 5                    | 95                 |
|                                 | HEATHROW          | AER LINGUS                      |                | S D      | 96                | 0        | 0         | 56                         | 18            | 17            | 7                | 2                | 0                 | 27                   | 87            | 7                    | 94                 |
|                                 | MANCHESTER        | BRITISH AIRWAYS CITIEXPRESS LTD |                | S A      | 30                | 0        | 0         | 77                         | 13            | 7             | 0                | 3                | 0                 | 18                   | 90            | 3                    | 31                 |
|                                 | MANCHESTER        | BRITISH AIRWAYS CITIEXPRESS LTD |                | S D      | 33                | 0        | 0         | 76                         | 3             | 9             | 12               | 0                | 0                 | 16                   | 94            | 3                    | 32                 |
|                                 | BIRMINGHAM        | FLYBE.BRITISH EUROPEAN          |                | S A      | 31                | 0        | 2         | 77                         | 10            | 6             | 6                | 0                | 0                 | 15                   | 79            | 9                    | 29                 |
|                                 | BIRMINGHAM        | FLYBE.BRITISH EUROPEAN          |                | S D      | 31                | 0        | 1         | 65                         | 16            | 10            | 10               | 0                | 0                 | 23                   | 73            | 14                   | 30                 |
|                                 | BIRMINGHAM        | FLYBE.BRITISH EUROPEAN          |                | C D      | 2                 | 0        | 0         | 100                        | 0             | 0             | 0                | 0                | 0                 | 7                    | 0             | 0                    | 0                  |
|                                 | STANSTED          | RYANAIR                         |                | S A      | 62                | 0        | 0         | 94                         | 2             | 0             | 2                | 2                | 2                 | 17                   | 92            | 3                    | 113                |
|                                 | STANSTED          | RYANAIR                         |                | S D      | 62                | 0        | 0         | 89                         | 5             | 3             | 3                | 0                | 0                 | 8                    | 90            | 6                    | 114                |
| <b>TOTAL SHANNON</b>            |                   |                                 |                |          | <b>445</b>        | <b>1</b> | <b>3</b>  | <b>70</b>                  | <b>14</b>     | <b>9</b>      | <b>6</b>         | <b>1</b>         | <b>0</b>          | <b>20</b>            | <b>89</b>     | <b>6</b>             | <b>6</b>           |
| SHARM EL SHEIKH (OPHIRA)        |                   |                                 |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: S

| ORIGIN / DESTINATION                  | REPORTING AIRPORT | AIRLINE                  | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |           | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  |                   |                      | MAR 2003      |                      |                    |           |  |
|---------------------------------------|-------------------|--------------------------|----------------|----------|-------------------|-----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|-----------|--|
|                                       |                   |                          |                |          | MATCHED           |           | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |           |  |
|                                       |                   |                          |                |          | Actual (7)        | Plan (8)  |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |  |
| SHARM EL SHEIKH (OPHIRA)              |                   |                          |                |          |                   |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |  |
|                                       | GATWICK           | BRITANNIA AIRWAYS        | C              | A        | 5                 | 0         | 0                          | 80            | 20            | 0                | 0                | 0                 | 0                    | 8             | 80                   | 9                  | 5         |  |
|                                       | GATWICK           | BRITANNIA AIRWAYS        | C              | D        | 4                 | 0         | 0                          | 75            | 25            | 0                | 0                | 0                 | 0                    | 9             | 80                   | 6                  | 5         |  |
|                                       | HEATHROW          | EGYPT AIR                | S              | A        | 4                 | 0         | 0                          | 50            | 25            | 25               | 0                | 0                 | 0                    | 15            | 100                  | 0                  | 3         |  |
|                                       | HEATHROW          | EGYPT AIR                | S              | D        | 4                 | 0         | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 1             | 100                  | 0                  | 3         |  |
|                                       | GATWICK           | EXCEL AIRWAYS LTD        | C              | A        | 6                 | 0         | 0                          | 17            | 17            | 17               | 50               | 0                 | 0                    | 55            | 33                   | 56                 | 6         |  |
|                                       | GATWICK           | EXCEL AIRWAYS LTD        | C              | D        | 5                 | 0         | 0                          | 40            | 20            | 20               | 20               | 0                 | 0                    | 33            | 67                   | 15                 | 6         |  |
|                                       | GATWICK           | MONARCH AIRLINES         | C              | A        | 8                 | 0         | 0                          | 63            | 25            | 0                | 13               | 0                 | 0                    | 20            | 44                   | 13                 | 9         |  |
|                                       | GATWICK           | MONARCH AIRLINES         | C              | D        | 8                 | 0         | 0                          | 88            | 0             | 0                | 13               | 0                 | 0                    | 19            | 89                   | 10                 | 9         |  |
|                                       | GATWICK           | THOMAS COOK AIRLINES LTD | C              | A        | 8                 | 0         | 0                          | 38            | 13            | 0                | 25               | 13                | 13                   | 134           | 50                   | 136                | 4         |  |
|                                       | GATWICK           | THOMAS COOK AIRLINES LTD | C              | D        | 8                 | 0         | 0                          | 63            | 0             | 25               | 0                | 13                | 0                    | 52            | 75                   | 101                | 4         |  |
| <b>TOTAL SHARM EL SHEIKH (OPHIRA)</b> |                   |                          |                |          | <b>60</b>         | <b>0</b>  | <b>0</b>                   | <b>60</b>     | <b>13</b>     | <b>8</b>         | <b>13</b>        | <b>3</b>          | <b>2</b>             | <b>40</b>     | <b>69</b>            | <b>31</b>          | <b>31</b> |  |
| SINGAPORE                             |                   |                          |                |          |                   |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |  |
|                                       | HEATHROW          | SINGAPORE AIRLINES       | S              | A        | 87                | 6         | 6                          | 87            | 6             | 6                | 1                | 0                 | 0                    | 6             | 73                   | 16                 | 93        |  |
|                                       | HEATHROW          | SINGAPORE AIRLINES       | S              | D        | 93                | 0         | 0                          | 63            | 24            | 9                | 4                | 0                 | 0                    | 17            | 75                   | 12                 | 93        |  |
|                                       | MANCHESTER        | SINGAPORE AIRLINES       | S              | A        | 28                | 3         | 3                          | 71            | 14            | 14               | 0                | 0                 | 0                    | 11            | 26                   | 27                 | 31        |  |
|                                       | MANCHESTER        | SINGAPORE AIRLINES       | S              | D        | 31                | 0         | 0                          | 87            | 3             | 3                | 6                | 0                 | 0                    | 10            | 35                   | 26                 | 31        |  |
| <b>TOTAL SINGAPORE</b>                |                   |                          |                |          | <b>239</b>        | <b>10</b> | <b>9</b>                   | <b>76</b>     | <b>13</b>     | <b>8</b>         | <b>3</b>         | <b>0</b>          | <b>0</b>             | <b>11</b>     | <b>63</b>            | <b>17</b>          | <b>17</b> |  |
| SION                                  |                   |                          |                |          |                   |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |  |
|                                       | GATWICK           | FLYBE.BRITISH EUROPEAN   | C              | A        | 4                 | 0         | 0                          | 50            | 0             | 25               | 25               | 0                 | 0                    | 42            | 0                    | 0                  | 0         |  |
|                                       | GATWICK           | FLYBE.BRITISH EUROPEAN   | C              | D        | 4                 | 0         | 0                          | 50            | 50            | 0                | 0                | 0                 | 0                    | 16            | 0                    | 0                  | 0         |  |
|                                       | HEATHROW          | SWISS AIRLINES           | S              | A        | 4                 | 0         | 0                          | 0             | 25            | 50               | 25               | 0                 | 0                    | 52            | 20                   | 30                 | 5         |  |
|                                       | HEATHROW          | SWISS AIRLINES           | S              | D        | 4                 | 0         | 0                          | 0             | 25            | 50               | 25               | 0                 | 0                    | 54            | 60                   | 16                 | 5         |  |
| <b>TOTAL SION</b>                     |                   |                          |                |          | <b>16</b>         | <b>1</b>  | <b>0</b>                   | <b>25</b>     | <b>25</b>     | <b>31</b>        | <b>19</b>        | <b>0</b>          | <b>0</b>             | <b>41</b>     | <b>40</b>            | <b>23</b>          | <b>23</b> |  |
| SOFIA                                 |                   |                          |                |          |                   |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |  |
|                                       | MANCHESTER        | ASTRAEUS LTD             | C              | A        | 3                 | 0         | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 7             | 0                    | 0                  | 0         |  |
|                                       | MANCHESTER        | ASTRAEUS LTD             | C              | D        | 2                 | 0         | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 8             | 0                    | 0                  | 0         |  |
|                                       | GATWICK           | BH AIR                   | C              | A        | 2                 | 0         | 0                          | 50            | 0             | 50               | 0                | 0                 | 0                    | 17            | 0                    | 0                  | 0         |  |
|                                       | GATWICK           | BH AIR                   | C              | D        | 2                 | 0         | 0                          | 50            | 0             | 50               | 0                | 0                 | 0                    | 24            | 0                    | 0                  | 0         |  |
|                                       | GATWICK           | BRITANNIA AIRWAYS        | C              | A        | 3                 | 0         | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 3             | 0                    | 0                  | 0         |  |
|                                       | GATWICK           | BRITANNIA AIRWAYS        | C              | D        | 2                 | 0         | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 0             | 0                    | 0                  | 0         |  |
|                                       | MANCHESTER        | BRITANNIA AIRWAYS        | C              | A        | 2                 | 0         | 0                          | 0             | 0             | 50               | 50               | 0                 | 0                    | 62            | 33                   | 40                 | 3         |  |
|                                       | HEATHROW          | BRITISH AIRWAYS PLC      | S              | A        | 31                | 0         | 0                          | 65            | 10            | 10               | 16               | 0                 | 0                    | 20            | 100                  | 0                  | 31        |  |
|                                       | HEATHROW          | BRITISH AIRWAYS PLC      | S              | D        | 31                | 0         | 0                          | 68            | 19            | 3                | 10               | 0                 | 0                    | 15            | 84                   | 7                  | 31        |  |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: S

| ORIGIN / DESTINATION     | REPORTING AIRPORT | AIRLINE                         | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  |                   | MAR 2003             |               |                      |                    |  |
|--------------------------|-------------------|---------------------------------|----------------|----------|-------------------|----------|-----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|--|
|                          |                   |                                 |                |          | MATCHED           |          | UNMATCHED | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |  |
|                          |                   |                                 |                |          | Actual (7)        | Plan (8) |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
| SOFIA                    |                   |                                 |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                          | BIRMINGHAM        | EUROPEAN AIR CHARTER            | C              | A        | 2                 | 0        | 0         | 50                         | 0             | 0             | 50               | 0                | 0                 | 59                   | 100           | 3                    | 3                  |  |
|                          | GATWICK           | MONARCH AIRLINES                | C              | A        | 3                 | 0        | 0         | 33                         | 0             | 67            | 0                | 0                | 36                | 75                   | 27            | 4                    |                    |  |
|                          | GATWICK           | MONARCH AIRLINES                | C              | D        | 2                 | 0        | 0         | 50                         | 0             | 50            | 0                | 0                | 23                | 67                   | 29            | 3                    |                    |  |
| <b>TOTAL SOFIA</b>       |                   |                                 |                |          | <b>87</b>         | <b>0</b> | <b>0</b>  | <b>66</b>                  | <b>10</b>     | <b>13</b>     | <b>11</b>        | <b>0</b>         | <b>0</b>          | <b>19</b>            | <b>87</b>     | <b>8</b>             | <b>8</b>           |  |
| SOUTHAMPTON              |                   |                                 |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                          | EDINBURGH         | BRITISH AIRWAYS CITIEXPRESS LTD | S              | A        | 128               | 0        | 0         | 78                         | 9             | 5             | 8                | 0                | 14                | 78                   | 10            | 98                   |                    |  |
|                          | EDINBURGH         | BRITISH AIRWAYS CITIEXPRESS LTD | S              | D        | 128               | 0        | 0         | 80                         | 6             | 5             | 9                | 0                | 12                | 83                   | 10            | 98                   |                    |  |
|                          | GLASGOW           | BRITISH AIRWAYS CITIEXPRESS LTD | S              | A        | 126               | 1        | 0         | 75                         | 13            | 6             | 6                | 0                | 13                | 78                   | 9             | 98                   |                    |  |
|                          | GLASGOW           | BRITISH AIRWAYS CITIEXPRESS LTD | S              | D        | 123               | 0        | 0         | 82                         | 6             | 6             | 7                | 0                | 11                | 87                   | 5             | 98                   |                    |  |
|                          | MANCHESTER        | BRITISH AIRWAYS CITIEXPRESS LTD | S              | A        | 115               | 0        | 0         | 82                         | 13            | 3             | 1                | 1                | 9                 | 93                   | 9             | 68                   |                    |  |
|                          | MANCHESTER        | BRITISH AIRWAYS CITIEXPRESS LTD | S              | D        | 116               | 0        | 0         | 86                         | 6             | 7             | 1                | 0                | 6                 | 94                   | 4             | 68                   |                    |  |
|                          | NEWCASTLE         | EASTERN AIRWAYS                 | S              | A        | 73                | 0        | 0         | 88                         | 7             | 4             | 0                | 1                | 8                 | 50                   | 24            | 4                    |                    |  |
|                          | NEWCASTLE         | EASTERN AIRWAYS                 | S              | D        | 73                | 0        | 0         | 92                         | 3             | 4             | 0                | 1                | 6                 | 50                   | 23            | 4                    |                    |  |
|                          | EDINBURGH         | FLYBE.BRITISH EUROPEAN          | S              | A        | 81                | 0        | 0         | 52                         | 25            | 16            | 7                | 0                | 21                | 0                    | 0             | 0                    |                    |  |
|                          | EDINBURGH         | FLYBE.BRITISH EUROPEAN          | S              | D        | 81                | 0        | 0         | 51                         | 20            | 19            | 9                | 2                | 28                | 0                    | 0             | 0                    |                    |  |
| <b>TOTAL SOUTHAMPTON</b> |                   |                                 |                |          | <b>1044</b>       | <b>1</b> | <b>0</b>  | <b>77</b>                  | <b>10</b>     | <b>7</b>      | <b>5</b>         | <b>0</b>         | <b>12</b>         | <b>86</b>            | <b>7</b>      | <b>7</b>             |                    |  |
| ST ETIENNE               |                   |                                 |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                          | STANSTED          | RYANAIR                         | S              | A        | 31                | 0        | 0         | 97                         | 3             | 0             | 0                | 0                | 3                 | 81                   | 20            | 31                   |                    |  |
|                          | STANSTED          | RYANAIR                         | S              | D        | 31                | 0        | 0         | 100                        | 0             | 0             | 0                | 0                | 2                 | 84                   | 15            | 31                   |                    |  |
| <b>TOTAL ST ETIENNE</b>  |                   |                                 |                |          | <b>62</b>         | <b>0</b> | <b>0</b>  | <b>98</b>                  | <b>2</b>      | <b>0</b>      | <b>0</b>         | <b>0</b>         | <b>3</b>          | <b>82</b>            | <b>17</b>     | <b>17</b>            |                    |  |
| ST KITTS                 |                   |                                 |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                          | GATWICK           | EXCEL AIRWAYS LTD               | C              | A        | 4                 | 0        | 0         | 50                         | 0             | 0             | 25               | 25               | 0                 | 75                   | 0             | 0                    | 0                  |  |
| <b>TOTAL ST KITTS</b>    |                   |                                 |                |          | <b>4</b>          | <b>0</b> | <b>0</b>  | <b>50</b>                  | <b>0</b>      | <b>0</b>      | <b>25</b>        | <b>25</b>        | <b>0</b>          | <b>75</b>            | <b>0</b>      | <b>0</b>             | <b>0</b>           |  |
| ST LOUIS (LAMBERT)       |                   |                                 |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
| ST LUCIA (HEWANORRA)     |                   |                                 |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                          | GATWICK           | BRITISH AIRWAYS PLC             | S              | A        | 9                 | 0        | 0         | 78                         | 11            | 0             | 11               | 0                | 9                 | 100                  | 3             | 8                    |                    |  |
|                          | GATWICK           | BRITISH AIRWAYS PLC             | S              | D        | 9                 | 0        | 0         | 89                         | 0             | 0             | 11               | 0                | 18                | 89                   | 8             | 9                    |                    |  |
|                          | GATWICK           | VIRGIN ATLANTIC AIRWAYS LTD     | S              | A        | 14                | 0        | 0         | 79                         | 14            | 7             | 0                | 0                | 7                 | 85                   | 9             | 13                   |                    |  |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: S

| ORIGIN / DESTINATION              | REPORTING AIRPORT | AIRLINE                        | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         | MAR 2003                   |                     |                            |                          |
|-----------------------------------|-------------------|--------------------------------|-------------------|-------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|
|                                   |                   |                                |                   |             | MATCHED           |          | UNMATCHED | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |
|                                   |                   |                                |                   |             | Actual<br>(7)     | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |
| ST LUCIA (HEWANORRA)              | GATWICK           | VIRGIN ATLANTIC AIRWAYS LTD    |                   | S D         | 13                | 0        | 0         | 38                         | 46               | 8                | 8                      | 0                      | 0                       | 23                         | 79                  | 9                          | 14                       |
| <b>TOTAL ST LUCIA (HEWANORRA)</b> |                   |                                |                   |             | <b>45</b>         | <b>0</b> | <b>0</b>  | <b>69</b>                  | <b>20</b>        | <b>4</b>         | <b>7</b>               | <b>0</b>               | <b>0</b>                | <b>14</b>                  | <b>86</b>           | <b>8</b>                   | <b>8</b>                 |
| ST PETERSBURG                     | HEATHROW          | AEROFLOT                       |                   | S A         | 5                 | 0        | 0         | 80                         | 0                | 0                | 20                     | 0                      | 0                       | 20                         | 75                  | 9                          | 4                        |
|                                   | HEATHROW          | AEROFLOT                       |                   | S D         | 5                 | 0        | 0         | 60                         | 20               | 0                | 20                     | 0                      | 0                       | 21                         | 75                  | 11                         | 4                        |
|                                   | HEATHROW          | BRITISH AIRWAYS PLC            |                   | S A         | 23                | 0        | 0         | 91                         | 9                | 0                | 0                      | 0                      | 0                       | 3                          | 100                 | 0                          | 23                       |
|                                   | HEATHROW          | BRITISH AIRWAYS PLC            |                   | S D         | 23                | 0        | 0         | 78                         | 17               | 4                | 0                      | 0                      | 0                       | 7                          | 91                  | 5                          | 23                       |
|                                   | GATWICK           | PULKOVO AVIATION<br>ENTERPRISE |                   | C A         | 4                 | 0        | 0         | 0                          | 25               | 75               | 0                      | 0                      | 0                       | 32                         | 0                   | 0                          | 0                        |
|                                   | GATWICK           | PULKOVO AVIATION<br>ENTERPRISE |                   | C D         | 5                 | 0        | 0         | 40                         | 0                | 20               | 40                     | 0                      | 0                       | 40                         | 0                   | 0                          | 0                        |
| <b>TOTAL ST PETERSBURG</b>        |                   |                                |                   |             | <b>67</b>         | <b>0</b> | <b>0</b>  | <b>72</b>                  | <b>12</b>        | <b>10</b>        | <b>6</b>               | <b>0</b>               | <b>0</b>                | <b>13</b>                  | <b>82</b>           | <b>8</b>                   | <b>8</b>                 |
| ST THOMAS ISLANDS                 | GATWICK           | FIRST CHOICE AIRWAYS LTD       |                   | C A         | 4                 | 0        | 0         | 25                         | 0                | 50               | 25                     | 0                      | 0                       | 42                         | 0                   | 88                         | 5                        |
| <b>TOTAL ST THOMAS ISLANDS</b>    |                   |                                |                   |             | <b>4</b>          | <b>0</b> | <b>0</b>  | <b>25</b>                  | <b>0</b>         | <b>50</b>        | <b>25</b>              | <b>0</b>               | <b>0</b>                | <b>42</b>                  | <b>0</b>            | <b>88</b>                  | <b>88</b>                |
| STANSTED                          | MANCHESTER        | EASTERN AIRWAYS                |                   | S A         | 69                | 0        | 0         | 91                         | 1                | 4                | 1                      | 1                      | 0                       | 9                          | 100                 | 4                          | 3                        |
|                                   | MANCHESTER        | EASTERN AIRWAYS                |                   | S D         | 69                | 0        | 0         | 99                         | 0                | 0                | 1                      | 0                      | 0                       | 3                          | 100                 | 0                          | 3                        |
|                                   | EDINBURGH         | EASYJET AIRLINE COMPANY LTD    |                   | S A         | 172               | 0        | 1         | 85                         | 5                | 5                | 4                      | 0                      | 0                       | 10                         | 79                  | 13                         | 192                      |
|                                   | EDINBURGH         | EASYJET AIRLINE COMPANY LTD    |                   | S D         | 172               | 0        | 1         | 78                         | 13               | 6                | 3                      | 0                      | 0                       | 12                         | 79                  | 14                         | 191                      |
|                                   | GLASGOW           | EASYJET AIRLINE COMPANY LTD    |                   | S A         | 143               | 0        | 0         | 90                         | 4                | 4                | 1                      | 0                      | 0                       | 5                          | 82                  | 19                         | 137                      |
|                                   | GLASGOW           | EASYJET AIRLINE COMPANY LTD    |                   | S D         | 143               | 0        | 0         | 92                         | 5                | 3                | 1                      | 0                      | 0                       | 5                          | 74                  | 26                         | 134                      |
|                                   | NEWCASTLE         | EASYJET AIRLINE COMPANY LTD    |                   | S A         | 119               | 0        | 0         | 74                         | 12               | 7                | 8                      | 0                      | 0                       | 16                         | 61                  | 21                         | 112                      |
|                                   | NEWCASTLE         | EASYJET AIRLINE COMPANY LTD    |                   | S D         | 119               | 0        | 0         | 67                         | 13               | 12               | 7                      | 1                      | 0                       | 18                         | 54                  | 26                         | 112                      |
| <b>TOTAL STANSTED</b>             |                   |                                |                   |             | <b>1006</b>       | <b>3</b> | <b>2</b>  | <b>83</b>                  | <b>7</b>         | <b>5</b>         | <b>3</b>               | <b>0</b>               | <b>0</b>                | <b>10</b>                  | <b>74</b>           | <b>18</b>                  | <b>18</b>                |
| STAVANGER                         | HEATHROW          | SAS                            |                   | S A         | 54                | 0        | 0         | 78                         | 11               | 7                | 4                      | 0                      | 0                       | 11                         | 100                 | 0                          | 28                       |
|                                   | HEATHROW          | SAS                            |                   | S D         | 54                | 0        | 0         | 83                         | 4                | 9                | 4                      | 0                      | 0                       | 11                         | 100                 | 1                          | 28                       |
|                                   | NEWCASTLE         | WIDEROE FLYVESELSKAP A/S       |                   | S A         | 50                | 0        | 1         | 84                         | 12               | 0                | 4                      | 0                      | 0                       | 9                          | 74                  | 12                         | 31                       |
|                                   | NEWCASTLE         | WIDEROE FLYVESELSKAP A/S       |                   | S D         | 50                | 0        | 1         | 78                         | 10               | 6                | 6                      | 0                      | 0                       | 15                         | 84                  | 6                          | 31                       |
| <b>TOTAL STAVANGER</b>            |                   |                                |                   |             | <b>208</b>        | <b>0</b> | <b>2</b>  | <b>81</b>                  | <b>9</b>         | <b>6</b>         | <b>4</b>               | <b>0</b>               | <b>0</b>                | <b>12</b>                  | <b>89</b>           | <b>5</b>                   | <b>5</b>                 |
| STOCKHOLM (ARLANDA)               | HEATHROW          | BRITISH AIRWAYS PLC            |                   | S A         | 178               | 0        | 0         | 70                         | 12               | 15               | 3                      | 0                      | 0                       | 14                         | 86                  | 6                          | 173                      |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: S

| ORIGIN / DESTINATION             | REPORTING AIRPORT | AIRLINE                         | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         | MAR 2003                   |                     |                            |                          |          |
|----------------------------------|-------------------|---------------------------------|-------------------|-------------|-------------------|----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|----------|
|                                  |                   |                                 |                   |             | Actual<br>(7)     | Plan (8) | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |          |
|                                  |                   |                                 |                   |             |                   |          |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          | MATCHED  |
| STOCKHOLM (ARLANDA)              | HEATHROW          | BRITISH AIRWAYS PLC             | S                 | D           | 178               | 0        | 0                          | 73               | 18               | 7                      | 2                      | 0                       | 0                          | 11                  | 84                         | 8                        | 173      |
|                                  | BIRMINGHAM        | CHANNEL EXPRESS (AIR SVS)       | C                 | A           | 3                 | 0        | 0                          | 100              | 0                | 0                      | 0                      | 0                       | 0                          | 6                   | 0                          | 0                        | 0        |
|                                  | BIRMINGHAM        | CHANNEL EXPRESS (AIR SVS)       | C                 | D           | 3                 | 0        | 0                          | 100              | 0                | 0                      | 0                      | 0                       | 0                          | 0                   | 0                          | 0                        | 0        |
|                                  | BIRMINGHAM        | DUO AIRWAYS LTD                 | S                 | A           | 50                | 0        | 0                          | 96               | 2                | 0                      | 0                      | 2                       | 0                          | 5                   | 89                         | 4                        | 46       |
|                                  | BIRMINGHAM        | DUO AIRWAYS LTD                 | S                 | D           | 50                | 0        | 0                          | 90               | 6                | 2                      | 0                      | 2                       | 0                          | 9                   | 94                         | 4                        | 47       |
|                                  | EDINBURGH         | SAS                             | S                 | A           | 4                 | 0        | 0                          | 50               | 50               | 0                      | 0                      | 0                       | 0                          | 14                  | 0                          | 0                        | 0        |
|                                  | EDINBURGH         | SAS                             | S                 | D           | 4                 | 0        | 0                          | 25               | 50               | 25                     | 0                      | 0                       | 0                          | 23                  | 0                          | 0                        | 0        |
|                                  | HEATHROW          | SAS                             | S                 | A           | 177               | 0        | 1                          | 71               | 14               | 10                     | 5                      | 0                       | 0                          | 13                  | 85                         | 6                        | 192      |
|                                  | HEATHROW          | SAS                             | S                 | D           | 177               | 0        | 1                          | 80               | 7                | 9                      | 4                      | 0                       | 0                          | 11                  | 93                         | 6                        | 191      |
|                                  | MANCHESTER        | SAS                             | S                 | A           | 4                 | 0        | 0                          | 75               | 0                | 25                     | 0                      | 0                       | 0                          | 17                  | 0                          | 0                        | 0        |
|                                  | MANCHESTER        | SAS                             | S                 | D           | 4                 | 0        | 0                          | 75               | 0                | 0                      | 25                     | 0                       | 0                          | 17                  | 0                          | 0                        | 0        |
|                                  | BIRMINGHAM        | SKYWAYS EXPRESS                 | C                 | A           | 7                 | 0        | 0                          | 86               | 0                | 14                     | 0                      | 0                       | 0                          | 6                   | 0                          | 0                        | 0        |
|                                  | BIRMINGHAM        | SKYWAYS EXPRESS                 | C                 | D           | 7                 | 0        | 0                          | 57               | 14               | 29                     | 0                      | 0                       | 0                          | 17                  | 0                          | 0                        | 0        |
|                                  | MANCHESTER        | SKYWAYS EXPRESS                 | S                 | A           | 62                | 0        | 0                          | 89               | 5                | 0                      | 5                      | 2                       | 0                          | 11                  | 98                         | 2                        | 45       |
|                                  | MANCHESTER        | SKYWAYS EXPRESS                 | S                 | D           | 63                | 0        | 0                          | 98               | 2                | 0                      | 0                      | 0                       | 0                          | 0                   | 98                         | 1                        | 44       |
| <b>TOTAL STOCKHOLM (ARLANDA)</b> |                   |                                 |                   |             | <b>971</b>        | <b>0</b> | <b>2</b>                   | <b>78</b>        | <b>11</b>        | <b>8</b>               | <b>3</b>               | <b>0</b>                | <b>0</b>                   | <b>11</b>           | <b>89</b>                  | <b>6</b>                 | <b>6</b> |
| STOCKHOLM (SKAVSTA)              | STANSTED          | RYANAIR                         | S                 | A           | 89                | 0        | 0                          | 96               | 1                | 1                      | 1                      | 0                       | 1                          | 8                   | 80                         | 8                        | 81       |
|                                  | STANSTED          | RYANAIR                         | S                 | D           | 89                | 0        | 1                          | 87               | 9                | 3                      | 1                      | 0                       | 0                          | 7                   | 84                         | 8                        | 83       |
| <b>TOTAL STOCKHOLM (SKAVSTA)</b> |                   |                                 |                   |             | <b>178</b>        | <b>0</b> | <b>1</b>                   | <b>91</b>        | <b>5</b>         | <b>2</b>               | <b>1</b>               | <b>0</b>                | <b>1</b>                   | <b>7</b>            | <b>82</b>                  | <b>8</b>                 | <b>8</b> |
| STORNOWAY                        | EDINBURGH         | BMI REGIONAL                    | S                 | A           | 31                | 0        | 0                          | 100              | 0                | 0                      | 0                      | 0                       | 0                          | 100                 | 0                          | 0                        | 31       |
|                                  | EDINBURGH         | BMI REGIONAL                    | S                 | D           | 31                | 0        | 0                          | 97               | 3                | 0                      | 0                      | 0                       | 0                          | 1                   | 94                         | 4                        | 31       |
|                                  | GLASGOW           | BRITISH AIRWAYS CITIEXPRESS LTD | S                 | A           | 50                | 0        | 0                          | 96               | 2                | 2                      | 0                      | 0                       | 0                          | 1                   | 80                         | 9                        | 46       |
|                                  | GLASGOW           | BRITISH AIRWAYS CITIEXPRESS LTD | S                 | D           | 50                | 0        | 0                          | 88               | 8                | 2                      | 2                      | 0                       | 0                          | 8                   | 77                         | 13                       | 47       |
|                                  | EDINBURGH         | LOGANAIR                        | S                 | A           | 7                 | 0        | 0                          | 100              | 0                | 0                      | 0                      | 0                       | 0                          | 2                   | 100                        | 0                        | 10       |
|                                  | EDINBURGH         | LOGANAIR                        | S                 | D           | 54                | 0        | 0                          | 78               | 17               | 6                      | 0                      | 0                       | 0                          | 11                  | 94                         | 4                        | 31       |
| <b>TOTAL STORNOWAY</b>           |                   |                                 |                   |             | <b>223</b>        | <b>0</b> | <b>0</b>                   | <b>91</b>        | <b>7</b>         | <b>2</b>               | <b>0</b>               | <b>0</b>                | <b>0</b>                   | <b>5</b>            | <b>88</b>                  | <b>7</b>                 | <b>7</b> |
| STRASBOURG                       | GATWICK           | BRIT AIR                        | S                 | A           | 72                | 0        | 0                          | 83               | 13               | 1                      | 3                      | 0                       | 0                          | 8                   | 93                         | 6                        | 72       |
|                                  | GATWICK           | BRIT AIR                        | S                 | D           | 72                | 0        | 0                          | 96               | 0                | 1                      | 3                      | 0                       | 0                          | 5                   | 94                         | 4                        | 71       |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: S

| ORIGIN / DESTINATION    | REPORTING AIRPORT | AIRLINE                         | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |           |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        | MAR 2003                |                            |                     |                            |                          |
|-------------------------|-------------------|---------------------------------|-------------------|-------------|-------------------|-----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|
|                         |                   |                                 |                   |             | MATCHED           |           | UNMATCHED | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |
|                         |                   |                                 |                   |             | Actual<br>(7)     | Plan (8)  |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |
| STRASBOURG              |                   |                                 |                   |             |                   |           |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |
| <b>TOTAL STRASBOURG</b> |                   |                                 |                   |             | <b>144</b>        | <b>0</b>  | <b>0</b>  | <b>90</b>                  | <b>6</b>         | <b>1</b>         | <b>3</b>               | <b>0</b>               | <b>0</b>                | <b>7</b>                   | <b>89</b>           | <b>6</b>                   | <b>6</b>                 |
| STUTTGART               |                   |                                 |                   |             |                   |           |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |
|                         | BIRMINGHAM        | BRITISH AIRWAYS CITIEXPRESS LTD | S                 | A           | 75                | 0         | 0         | 67                         | 20               | 5                | 8                      | 0                      | 0                       | 17                         | 0                   | 0                          | 0                        |
|                         | BIRMINGHAM        | BRITISH AIRWAYS CITIEXPRESS LTD | S                 | D           | 75                | 0         | 0         | 89                         | 4                | 7                | 0                      | 0                      | 0                       | 5                          | 0                   | 0                          | 0                        |
|                         | MANCHESTER        | BRITISH AIRWAYS CITIEXPRESS LTD | S                 | A           | 28                | 0         | 0         | 93                         | 4                | 4                | 0                      | 0                      | 0                       | 6                          | 0                   | 0                          | 0                        |
|                         | MANCHESTER        | BRITISH AIRWAYS CITIEXPRESS LTD | S                 | D           | 29                | 0         | 0         | 86                         | 7                | 7                | 0                      | 0                      | 0                       | 5                          | 0                   | 0                          | 0                        |
|                         | HEATHROW          | BRITISH AIRWAYS PLC             | S                 | A           | 93                | 0         | 0         | 70                         | 15               | 8                | 8                      | 0                      | 0                       | 15                         | 77                  | 9                          | 93                       |
|                         | HEATHROW          | BRITISH AIRWAYS PLC             | S                 | D           | 93                | 0         | 0         | 77                         | 14               | 8                | 1                      | 0                      | 0                       | 9                          | 88                  | 6                          | 93                       |
|                         | LUTON             | CORSAIR                         | C                 | A           | 2                 | 0         | 0         | 0                          | 0                | 50               | 50                     | 0                      | 0                       | 57                         | 0                   | 0                          | 0                        |
|                         | LUTON             | CORSAIR                         | C                 | D           | 2                 | 0         | 0         | 0                          | 0                | 0                | 100                    | 0                      | 0                       | 69                         | 0                   | 0                          | 0                        |
|                         | BIRMINGHAM        | DUO AIRWAYS LTD                 | S                 | A           | 49                | 0         | 1         | 82                         | 6                | 8                | 4                      | 0                      | 0                       | 12                         | 90                  | 5                          | 73                       |
|                         | BIRMINGHAM        | DUO AIRWAYS LTD                 | S                 | D           | 49                | 0         | 1         | 90                         | 2                | 4                | 4                      | 0                      | 0                       | 7                          | 92                  | 4                          | 73                       |
|                         | HEATHROW          | LUFTHANSA CITY LINE             | S                 | A           | 89                | 0         | 0         | 78                         | 10               | 10               | 2                      | 0                      | 0                       | 10                         | 88                  | 6                          | 93                       |
|                         | HEATHROW          | LUFTHANSA CITY LINE             | S                 | D           | 89                | 0         | 0         | 76                         | 11               | 10               | 2                      | 0                      | 0                       | 10                         | 85                  | 9                          | 93                       |
| <b>TOTAL STUTTGART</b>  |                   |                                 |                   |             | <b>674</b>        | <b>4</b>  | <b>2</b>  | <b>78</b>                  | <b>11</b>        | <b>8</b>         | <b>4</b>               | <b>0</b>               | <b>0</b>                | <b>11</b>                  | <b>88</b>           | <b>6</b>                   | <b>6</b>                 |
| SUMBURGH                |                   |                                 |                   |             |                   |           |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |
|                         | GLASGOW           | BRITISH AIRWAYS CITIEXPRESS LTD | S                 | A           | 27                | 0         | 0         | 78                         | 7                | 4                | 11                     | 0                      | 0                       | 18                         | 81                  | 26                         | 26                       |
|                         | GLASGOW           | BRITISH AIRWAYS CITIEXPRESS LTD | S                 | D           | 27                | 0         | 0         | 89                         | 7                | 4                | 0                      | 0                      | 0                       | 7                          | 85                  | 14                         | 26                       |
|                         | EDINBURGH         | LOGANAIR                        | S                 | A           | 31                | 0         | 0         | 77                         | 6                | 13               | 3                      | 0                      | 0                       | 12                         | 94                  | 4                          | 31                       |
|                         | EDINBURGH         | LOGANAIR                        | S                 | D           | 31                | 0         | 0         | 87                         | 3                | 6                | 0                      | 3                      | 0                       | 13                         | 77                  | 23                         | 31                       |
|                         | GLASGOW           | LOGANAIR                        | S                 | A           | 31                | 0         | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 2                          | 94                  | 5                          | 31                       |
|                         | GLASGOW           | LOGANAIR                        | S                 | D           | 31                | 0         | 0         | 87                         | 13               | 0                | 0                      | 0                      | 0                       | 8                          | 77                  | 16                         | 31                       |
| <b>TOTAL SUMBURGH</b>   |                   |                                 |                   |             | <b>178</b>        | <b>0</b>  | <b>0</b>  | <b>87</b>                  | <b>6</b>         | <b>4</b>         | <b>2</b>               | <b>1</b>               | <b>0</b>                | <b>10</b>                  | <b>85</b>           | <b>14</b>                  | <b>14</b>                |
| SWANSEA                 |                   |                                 |                   |             |                   |           |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |
|                         | LONDON CITY       | AIR WALES LTD                   | S                 | A           | 29                | 20        | 9         | 86                         | 7                | 0                | 7                      | 0                      | 0                       | 11                         | 0                   | 0                          | 0                        |
|                         | LONDON CITY       | AIR WALES LTD                   | S                 | D           | 30                | 20        | 8         | 77                         | 10               | 10               | 3                      | 0                      | 0                       | 14                         | 0                   | 0                          | 0                        |
| <b>TOTAL SWANSEA</b>    |                   |                                 |                   |             | <b>59</b>         | <b>40</b> | <b>17</b> | <b>81</b>                  | <b>8</b>         | <b>5</b>         | <b>5</b>               | <b>0</b>               | <b>0</b>                | <b>13</b>                  | <b>0</b>            | <b>0</b>                   | <b>0</b>                 |
| SYDNEY                  |                   |                                 |                   |             |                   |           |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |
|                         | HEATHROW          | BRITISH AIRWAYS PLC             | S                 | A           | 62                | 0         | 0         | 95                         | 0                | 5                | 0                      | 0                      | 0                       | 2                          | 92                  | 6                          | 61                       |

ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: S

| ORIGIN / DESTINATION | REPORTING AIRPORT | AIRLINE             | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |          | PERCENTAGE OF FLIGHTS LATE |           |                  |               |               |                  | MAR 2003         |                   |                      |               |                      |                    |
|----------------------|-------------------|---------------------|----------------|----------|-------------------|----------|----------------------------|-----------|------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|
|                      |                   |                     |                |          | MATCHED           |          | UNMATCHED                  |           | Early to 15 mins | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |
|                      |                   |                     |                |          | Actual (7)        | Plan (8) |                            |           |                  |               |               |                  |                  |                   |                      |               |                      |                    |
| SYDNEY               | HEATHROW          | BRITISH AIRWAYS PLC | S              | D        | 62                | 0        | 0                          | 63        | 23               | 10            | 5             | 0                | 0                | 16                | 83                   | 9             | 60                   |                    |
|                      | HEATHROW          | QANTAS              | S              | A        | 63                | 0        | 0                          | 89        | 6                | 5             | 0             | 0                | 0                | 6                 | 72                   | 21            | 54                   |                    |
|                      | HEATHROW          | QANTAS              | S              | D        | 72                | 0        | 0                          | 53        | 29               | 17            | 1             | 0                | 0                | 18                | 54                   | 20            | 48                   |                    |
| <b>TOTAL SYDNEY</b>  |                   |                     |                |          | <b>259</b>        | <b>0</b> | <b>0</b>                   | <b>74</b> | <b>15</b>        | <b>9</b>      | <b>2</b>      | <b>0</b>         | <b>0</b>         | <b>11</b>         | <b>77</b>            | <b>13</b>     | <b>13</b>            |                    |



## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: T

| ORIGIN / DESTINATION                      | REPORTING AIRPORT | AIRLINE                       | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |          | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  |                   | MAR 2003             |               |                      |                    |           |  |
|---|-------------------|-------------------------------|----------------|----------|-------------------|----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|-----------|--|
|   |                   |                               |                |          | MATCHED           |          | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |           |  |
|   |                   |                               |                |          | Actual (7)        | Plan (8) |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |  |
| TABA                                      |                   |                               |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |  |
|   | GATWICK           | ASTRAEUS LTD                  | C              | A        | 13                | 0        | 0                          | 54            | 38            | 0                | 0                | 8                 | 0                    | 26            | 100                  | 0                  | 1         |  |
|   | GATWICK           | ASTRAEUS LTD                  | C              | D        | 15                | 0        | 0                          | 67            | 7             | 27               | 0                | 0                 | 0                    | 13            | 100                  | 0                  | 1         |  |
|   | GATWICK           | EXCEL AIRWAYS LTD             | C              | A        | 5                 | 0        | 0                          | 80            | 20            | 0                | 0                | 0                 | 0                    | 6             | 0                    | 30                 | 2         |  |
|   | GATWICK           | EXCEL AIRWAYS LTD             | C              | D        | 6                 | 0        | 0                          | 83            | 17            | 0                | 0                | 0                 | 0                    | 9             | 100                  | 1                  | 2         |  |
| <b>TOTAL TABA</b>                         |                   |                               |                |          | <b>41</b>         | <b>0</b> | <b>0</b>                   | <b>68</b>     | <b>20</b>     | <b>10</b>        | <b>0</b>         | <b>2</b>          | <b>0</b>             | <b>15</b>     | <b>80</b>            | <b>10</b>          | <b>10</b> |  |
| TAIPEI                                    |                   |                               |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |  |
|   | HEATHROW          | EVA AIR                       | S              | A        | 22                | 0        | 0                          | 50            | 18            | 27               | 5                | 0                 | 0                    | 18            | 56                   | 17                 | 18        |  |
|   | HEATHROW          | EVA AIR                       | S              | D        | 22                | 0        | 0                          | 55            | 5             | 36               | 5                | 0                 | 0                    | 22            | 50                   | 20                 | 18        |  |
| <b>TOTAL TAIPEI</b>                       |                   |                               |                |          | <b>44</b>         | <b>0</b> | <b>0</b>                   | <b>52</b>     | <b>11</b>     | <b>32</b>        | <b>5</b>         | <b>0</b>          | <b>0</b>             | <b>20</b>     | <b>53</b>            | <b>19</b>          | <b>19</b> |  |
| TALLIN                                    |                   |                               |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |  |
|   | GATWICK           | ESTONIAN AIR                  | S              | A        | 27                | 0        | 0                          | 85            | 11            | 0                | 4                | 0                 | 0                    | 10            | 83                   | 11                 | 23        |  |
|   | GATWICK           | ESTONIAN AIR                  | S              | D        | 26                | 1        | 0                          | 92            | 4             | 0                | 4                | 0                 | 0                    | 9             | 87                   | 8                  | 23        |  |
|   | GLASGOW           | ESTONIAN AIR                  | C              | A        | 2                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 0             | 0                    | 0                  | 0         |  |
|   | GLASGOW           | ESTONIAN AIR                  | C              | D        | 2                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 0             | 0                    | 0                  | 0         |  |
| <b>TOTAL TALLIN</b>                       |                   |                               |                |          | <b>57</b>         | <b>1</b> | <b>0</b>                   | <b>89</b>     | <b>7</b>      | <b>0</b>         | <b>4</b>         | <b>0</b>          | <b>0</b>             | <b>9</b>      | <b>85</b>            | <b>10</b>          | <b>10</b> |  |
| TAMPA                                     |                   |                               |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |  |
|   | GATWICK           | BRITISH AIRWAYS PLC           | S              | A        | 22                | 0        | 0                          | 64            | 14            | 14               | 9                | 0                 | 0                    | 18            | 91                   | 5                  | 22        |  |
|   | GATWICK           | BRITISH AIRWAYS PLC           | S              | D        | 21                | 0        | 0                          | 71            | 10            | 10               | 10               | 0                 | 0                    | 22            | 86                   | 5                  | 22        |  |
| <b>TOTAL TAMPA</b>                        |                   |                               |                |          | <b>43</b>         | <b>0</b> | <b>0</b>                   | <b>67</b>     | <b>12</b>     | <b>12</b>        | <b>9</b>         | <b>0</b>          | <b>0</b>             | <b>20</b>     | <b>89</b>            | <b>5</b>           | <b>5</b>  |  |
| TAMPERE                                   |                   |                               |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |  |
|   | STANSTED          | RYANAIR                       | S              | A        | 26                | 5        | 5                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 0             | 0                    | 0                  | 0         |  |
|   | STANSTED          | RYANAIR                       | S              | D        | 31                | 0        | 0                          | 97            | 3             | 0                | 0                | 0                 | 0                    | 2             | 0                    | 0                  | 0         |  |
|   | GATWICK           | THOMAS COOK AIRLINES LTD      | C              | A        | 2                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 7             | 0                    | 0                  | 0         |  |
| <b>TOTAL TAMPERE</b>                      |                   |                               |                |          | <b>60</b>         | <b>5</b> | <b>5</b>                   | <b>97</b>     | <b>2</b>      | <b>0</b>         | <b>2</b>         | <b>0</b>          | <b>0</b>             | <b>3</b>      | <b>0</b>             | <b>0</b>           | <b>0</b>  |  |
| TANGIERS (IBN BATUTA)                     |                   |                               |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |  |
| TARBES-LOURDES INTERNA                    |                   |                               |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |  |
|   | EDINBURGH         | EUROPE AIRPOST                | C              | A        | 2                 | 0        | 0                          | 50            | 50            | 0                | 0                | 0                 | 0                    | 13            | 0                    | 0                  | 0         |  |
|   | EDINBURGH         | EUROPE AIRPOST                | C              | D        | 2                 | 0        | 0                          | 50            | 0             | 50               | 0                | 0                 | 0                    | 25            | 0                    | 0                  | 0         |  |
| <b>TOTAL TARBES-LOURDES INTERNATIONAL</b> |                   |                               |                |          | <b>4</b>          | <b>0</b> | <b>0</b>                   | <b>50</b>     | <b>25</b>     | <b>25</b>        | <b>0</b>         | <b>0</b>          | <b>0</b>             | <b>19</b>     | <b>0</b>             | <b>0</b>           | <b>0</b>  |  |
| TASHKENT                                  |                   |                               |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |  |
|   | HEATHROW          | BRITISH MEDITERRANEAN AIRWAYS | S              | A        | 13                | 0        | 0                          | 54            | 31            | 15               | 0                | 0                 | 0                    | 16            | 100                  | 0                  | 1         |  |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: T

| ORIGIN / DESTINATION    | REPORTING AIRPORT | AIRLINE                       | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         | MAR 2003                   |                     |                            |                          |
|-------------------------|-------------------|-------------------------------|-------------------|-------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|
|                         |                   |                               |                   |             | MATCHED           |          | UNMATCHED | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |
|                         |                   |                               |                   |             | Actual<br>(7)     | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |
| TASHKENT                | HEATHROW          | BRITISH MEDITERRANEAN AIRWAYS | S                 | D           | 13                | 0        | 0         | 38                         | 31               | 8                | 23                     | 0                      | 0                       | 43                         | 0                   | 23                         | 1                        |
|                         | BIRMINGHAM        | UZBEKISTAN AIRLINES           | S                 | A           | 13                | 0        | 0         | 38                         | 15               | 15               | 23                     | 8                      | 0                       | 49                         | 69                  | 10                         | 13                       |
|                         | BIRMINGHAM        | UZBEKISTAN AIRLINES           | S                 | D           | 13                | 0        | 0         | 23                         | 23               | 23               | 23                     | 8                      | 0                       | 62                         | 46                  | 23                         | 13                       |
|                         | HEATHROW          | UZBEKISTAN AIRLINES           | S                 | A           | 17                | 0        | 0         | 59                         | 12               | 12               | 12                     | 0                      | 6                       | 60                         | 72                  | 20                         | 18                       |
|                         | HEATHROW          | UZBEKISTAN AIRLINES           | S                 | D           | 17                | 0        | 0         | 47                         | 12               | 29               | 6                      | 0                      | 6                       | 64                         | 72                  | 17                         | 18                       |
| <b>TOTAL TASHKENT</b>   |                   |                               |                   |             | <b>86</b>         | <b>0</b> | <b>0</b>  | <b>44</b>                  | <b>20</b>        | <b>17</b>        | <b>14</b>              | <b>2</b>               | <b>2</b>                | <b>50</b>                  | <b>66</b>           | <b>17</b>                  | <b>17</b>                |
| TBILISI                 |                   |                               |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |
| TEESSIDE                | HEATHROW          | BMI BRITISH MIDLAND           | S                 | A           | 92                | 0        | 0         | 70                         | 13               | 10               | 5                      | 2                      | 0                       | 20                         | 91                  | 7                          | 92                       |
|                         | HEATHROW          | BMI BRITISH MIDLAND           | S                 | D           | 92                | 0        | 0         | 62                         | 22               | 8                | 9                      | 0                      | 0                       | 18                         | 93                  | 4                          | 92                       |
| <b>TOTAL TEESSIDE</b>   |                   |                               |                   |             | <b>184</b>        | <b>2</b> | <b>0</b>  | <b>66</b>                  | <b>17</b>        | <b>9</b>         | <b>7</b>               | <b>1</b>               | <b>0</b>                | <b>19</b>                  | <b>92</b>           | <b>5</b>                   | <b>5</b>                 |
| TEHRAN                  | HEATHROW          | BRITISH MEDITERRANEAN AIRWAYS | S                 | A           | 17                | 1        | 0         | 71                         | 12               | 6                | 12                     | 0                      | 0                       | 19                         | 53                  | 31                         | 17                       |
|                         | HEATHROW          | BRITISH MEDITERRANEAN AIRWAYS | S                 | D           | 17                | 0        | 0         | 35                         | 65               | 0                | 0                      | 0                      | 0                       | 18                         | 63                  | 41                         | 16                       |
|                         | HEATHROW          | IRAN AIR                      | S                 | A           | 13                | 0        | 0         | 38                         | 15               | 15               | 31                     | 0                      | 0                       | 42                         | 23                  | 28                         | 13                       |
|                         | HEATHROW          | IRAN AIR                      | S                 | D           | 13                | 0        | 0         | 23                         | 23               | 38               | 8                      | 0                      | 8                       | 56                         | 54                  | 17                         | 13                       |
| <b>TOTAL TEHRAN</b>     |                   |                               |                   |             | <b>60</b>         | <b>1</b> | <b>0</b>  | <b>43</b>                  | <b>30</b>        | <b>13</b>        | <b>12</b>              | <b>0</b>               | <b>2</b>                | <b>32</b>                  | <b>49</b>           | <b>30</b>                  | <b>30</b>                |
| TEL AVIV                | HEATHROW          | BRITISH AIRWAYS PLC           | S                 | A           | 62                | 0        | 0         | 65                         | 21               | 8                | 5                      | 2                      | 0                       | 20                         | 83                  | 8                          | 42                       |
|                         | HEATHROW          | BRITISH AIRWAYS PLC           | S                 | D           | 62                | 1        | 0         | 85                         | 10               | 3                | 0                      | 2                      | 0                       | 11                         | 90                  | 6                          | 41                       |
|                         | HEATHROW          | EL AL                         | S                 | A           | 53                | 0        | 0         | 64                         | 19               | 11               | 4                      | 2                      | 0                       | 20                         | 65                  | 27                         | 48                       |
|                         | HEATHROW          | EL AL                         | S                 | D           | 55                | 0        | 0         | 53                         | 29               | 13               | 4                      | 2                      | 0                       | 22                         | 82                  | 22                         | 49                       |
|                         | STANSTED          | EL AL                         | S                 | A           | 6                 | 0        | 0         | 83                         | 17               | 0                | 0                      | 0                      | 0                       | 4                          | 50                  | 15                         | 4                        |
|                         | STANSTED          | EL AL                         | S                 | D           | 6                 | 0        | 0         | 17                         | 33               | 33               | 17                     | 0                      | 0                       | 34                         | 25                  | 21                         | 4                        |
|                         | GATWICK           | ISRAIR LTD                    | C                 | A           | 13                | 0        | 0         | 62                         | 15               | 15               | 8                      | 0                      | 0                       | 18                         | 0                   | 0                          | 0                        |
|                         | GATWICK           | ISRAIR LTD                    | C                 | D           | 13                | 0        | 0         | 38                         | 23               | 31               | 8                      | 0                      | 0                       | 29                         | 0                   | 0                          | 0                        |
| <b>TOTAL TEL AVIV</b>   |                   |                               |                   |             | <b>272</b>        | <b>1</b> | <b>0</b>  | <b>65</b>                  | <b>19</b>        | <b>10</b>        | <b>4</b>               | <b>1</b>               | <b>0</b>                | <b>18</b>                  | <b>78</b>           | <b>16</b>                  | <b>16</b>                |
| TENERIFE (NORTE LOS ROD | EDINBURGH         | BMI BRITISH MIDLAND           | C                 | A           | 4                 | 0        | 0         | 75                         | 0                | 25               | 0                      | 0                      | 0                       | 16                         | 0                   | 0                          | 0                        |
|                         | EDINBURGH         | BMI BRITISH MIDLAND           | C                 | D           | 4                 | 0        | 0         | 25                         | 50               | 25               | 0                      | 0                      | 0                       | 21                         | 0                   | 0                          | 0                        |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: T

| ORIGIN / DESTINATION                     | REPORTING AIRPORT | AIRLINE             | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          | PERCENTAGE OF FLIGHTS LATE |           |                        |                  |                  |                        | MAR 2003               |                         |                            |                     |                            |                          |
|--|-------------------|---------------------|-------------------|-------------|-------------------|----------|----------------------------|-----------|------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|
|  |                   |                     |                   |             | MATCHED           |          | UNMATCHED                  |           | Early<br>to 15<br>mins | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |
|  |                   |                     |                   |             | Actual<br>(7)     | Plan (8) |                            |           |                        |                  |                  |                        |                        |                         |                            |                     |                            |                          |
| TENERIFE (NORTE LOS ROD                  | HEATHROW          | BMI BRITISH MIDLAND | S                 | A           | 8                 | 0        | 0                          | 13        | 25                     | 38               | 25               | 0                      | 0                      | 40                      | 0                          | 0                   | 0                          |                          |
|  | HEATHROW          | BMI BRITISH MIDLAND | S                 | D           | 8                 | 0        | 0                          | 50        | 38                     | 13               | 0                | 0                      | 0                      | 17                      | 0                          | 0                   | 0                          |                          |
|  | BIRMINGHAM        | BRITANNIA AIRWAYS   | C                 | A           | 3                 | 0        | 0                          | 100       | 0                      | 0                | 0                | 0                      | 0                      | 6                       | 0                          | 0                   | 0                          |                          |
|  | BIRMINGHAM        | BRITANNIA AIRWAYS   | C                 | D           | 4                 | 0        | 0                          | 75        | 0                      | 0                | 25               | 0                      | 0                      | 17                      | 0                          | 0                   | 0                          |                          |
|  | GATWICK           | BRITANNIA AIRWAYS   | C                 | A           | 4                 | 0        | 0                          | 100       | 0                      | 0                | 0                | 0                      | 0                      | 4                       | 0                          | 56                  | 4                          |                          |
|  | GATWICK           | BRITANNIA AIRWAYS   | C                 | D           | 4                 | 0        | 0                          | 100       | 0                      | 0                | 0                | 0                      | 0                      | 5                       | 50                         | 25                  | 4                          |                          |
|  | MANCHESTER        | BRITANNIA AIRWAYS   | C                 | A           | 4                 | 0        | 0                          | 0         | 25                     | 75               | 0                | 0                      | 0                      | 39                      | 50                         | 16                  | 4                          |                          |
|  | MANCHESTER        | BRITANNIA AIRWAYS   | C                 | D           | 4                 | 0        | 0                          | 50        | 0                      | 50               | 0                | 0                      | 0                      | 22                      | 100                        | 0                   | 4                          |                          |
|  | GATWICK           | GB AIRWAYS LTD      | S                 | A           | 8                 | 0        | 1                          | 100       | 0                      | 0                | 0                | 0                      | 0                      | 1                       | 0                          | 0                   | 0                          |                          |
|  | GATWICK           | GB AIRWAYS LTD      | S                 | D           | 8                 | 0        | 1                          | 88        | 13                     | 0                | 0                | 0                      | 0                      | 10                      | 0                          | 0                   | 0                          |                          |
| <b>TOTAL TENERIFE (NORTE LOS RODEOS)</b> |                   |                     |                   |             | <b>63</b>         | <b>0</b> | <b>2</b>                   | <b>63</b> | <b>14</b>              | <b>17</b>        | <b>5</b>         | <b>0</b>               | <b>0</b>               | <b>17</b>               | <b>50</b>                  | <b>24</b>           | <b>24</b>                  |                          |
| TENERIFE (SURREINA SOFIA)                | GATWICK           | AIR CORDIAL LTD     | C                 | A           | 3                 | 1        | 0                          | 0         | 0                      | 0                | 0                | 67                     | 33                     | 614                     | 0                          | 0                   | 0                          |                          |
|  | GATWICK           | AIR CORDIAL LTD     | C                 | D           | 4                 | 0        | 0                          | 25        | 0                      | 25               | 50               | 0                      | 0                      | 75                      | 0                          | 0                   | 0                          |                          |
|  | MANCHESTER        | AIR CORDIAL LTD     | C                 | A           | 4                 | 0        | 0                          | 0         | 50                     | 50               | 0                | 0                      | 0                      | 37                      | 50                         | 23                  | 6                          |                          |
|  | MANCHESTER        | AIR CORDIAL LTD     | C                 | D           | 4                 | 0        | 0                          | 75        | 0                      | 0                | 25               | 0                      | 0                      | 31                      | 60                         | 17                  | 5                          |                          |
|  | BIRMINGHAM        | AIR MALTA           | C                 | A           | 3                 | 0        | 0                          | 67        | 0                      | 33               | 0                | 0                      | 0                      | 12                      | 0                          | 0                   | 0                          |                          |
|  | BIRMINGHAM        | AIR MALTA           | C                 | D           | 4                 | 0        | 0                          | 50        | 25                     | 25               | 0                | 0                      | 0                      | 21                      | 0                          | 0                   | 0                          |                          |
|  | MANCHESTER        | AIR MALTA           | C                 | A           | 12                | 0        | 0                          | 42        | 33                     | 25               | 0                | 0                      | 0                      | 22                      | 0                          | 0                   | 0                          |                          |
|  | MANCHESTER        | AIR MALTA           | C                 | D           | 12                | 0        | 0                          | 58        | 42                     | 0                | 0                | 0                      | 0                      | 10                      | 0                          | 0                   | 0                          |                          |
|  | GATWICK           | ASTRAEUS LTD        | C                 | A           | 7                 | 0        | 0                          | 14        | 29                     | 57               | 0                | 0                      | 0                      | 31                      | 67                         | 13                  | 9                          |                          |
|  | GATWICK           | ASTRAEUS LTD        | C                 | D           | 7                 | 0        | 0                          | 57        | 43                     | 0                | 0                | 0                      | 0                      | 13                      | 100                        | 3                   | 8                          |                          |
|  | HEATHROW          | BMI BRITISH MIDLAND | S                 | A           | 19                | 0        | 0                          | 26        | 37                     | 26               | 11               | 0                      | 0                      | 27                      | 0                          | 0                   | 0                          |                          |
|  | HEATHROW          | BMI BRITISH MIDLAND | S                 | D           | 19                | 0        | 0                          | 68        | 21                     | 11               | 0                | 0                      | 0                      | 14                      | 0                          | 0                   | 0                          |                          |
|  | BIRMINGHAM        | BRITANNIA AIRWAYS   | C                 | A           | 14                | 0        | 0                          | 93        | 0                      | 7                | 0                | 0                      | 0                      | 4                       | 61                         | 19                  | 18                         |                          |
|  | BIRMINGHAM        | BRITANNIA AIRWAYS   | C                 | D           | 13                | 0        | 0                          | 85        | 8                      | 0                | 8                | 0                      | 0                      | 12                      | 88                         | 5                   | 17                         |                          |
|  | GATWICK           | BRITANNIA AIRWAYS   | C                 | A           | 28                | 1        | 0                          | 96        | 0                      | 4                | 0                | 0                      | 0                      | 3                       | 64                         | 20                  | 25                         |                          |
|  | GATWICK           | BRITANNIA AIRWAYS   | C                 | D           | 26                | 0        | 0                          | 92        | 4                      | 4                | 0                | 0                      | 0                      | 6                       | 84                         | 17                  | 25                         |                          |
|  | GLASGOW           | BRITANNIA AIRWAYS   | C                 | A           | 9                 | 0        | 0                          | 100       | 0                      | 0                | 0                | 0                      | 0                      | 1                       | 80                         | 7                   | 10                         |                          |
|  | GLASGOW           | BRITANNIA AIRWAYS   | C                 | D           | 8                 | 0        | 0                          | 100       | 0                      | 0                | 0                | 0                      | 0                      | 1                       | 89                         | 8                   | 9                          |                          |
|  | LUTON             | BRITANNIA AIRWAYS   | C                 | A           | 9                 | 0        | 0                          | 89        | 0                      | 11               | 0                | 0                      | 0                      | 8                       | 100                        | 3                   | 4                          |                          |
|  | LUTON             | BRITANNIA AIRWAYS   | C                 | D           | 9                 | 0        | 0                          | 78        | 11                     | 0                | 11               | 0                      | 0                      | 13                      | 100                        | 1                   | 4                          |                          |
|  | MANCHESTER        | BRITANNIA AIRWAYS   | C                 | A           | 23                | 0        | 0                          | 91        | 4                      | 0                | 0                | 0                      | 4                      | 45                      | 82                         | 7                   | 22                         |                          |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: T

| ORIGIN / DESTINATION      | REPORTING AIRPORT | AIRLINE                   | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |          | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  |                   | MAR 2003             |               |                      |                    |         |           |
|---------------------------|-------------------|---------------------------|----------------|----------|-------------------|----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|---------|-----------|
|                           |                   |                           |                |          | Actual (7)        | Plan (8) | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |         |           |
|                           |                   |                           |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    | MATCHED | UNMATCHED |
| TENERIFE (SURREINA SOFIA) |                   |                           |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |         |           |
|                           | MANCHESTER        | BRITANNIA AIRWAYS         | C              | D        | 22                | 0        | 0                          | 77            | 14            | 5                | 5                | 0                 | 0                    | 9             | 100                  | 1                  | 21      |           |
|                           | NEWCASTLE         | BRITANNIA AIRWAYS         | C              | A        | 9                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 0             | 70                   | 27                 | 10      |           |
|                           | NEWCASTLE         | BRITANNIA AIRWAYS         | C              | D        | 8                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 0             | 100                  | 0                  | 9       |           |
|                           | STANSTED          | BRITANNIA AIRWAYS         | C              | A        | 8                 | 1        | 0                          | 75            | 0             | 13               | 13               | 0                 | 0                    | 26            | 89                   | 6                  | 9       |           |
|                           | STANSTED          | BRITANNIA AIRWAYS         | C              | D        | 8                 | 0        | 0                          | 50            | 13            | 13               | 13               | 13                | 0                    | 43            | 100                  | 3                  | 9       |           |
|                           | GLASGOW           | CHANNEL EXPRESS (AIR SVS) | S              | A        | 9                 | 0        | 0                          | 89            | 11            | 0                | 0                | 0                 | 0                    | 5             | 0                    | 0                  | 0       |           |
|                           | GLASGOW           | CHANNEL EXPRESS (AIR SVS) | S              | D        | 9                 | 0        | 0                          | 89            | 0             | 11               | 0                | 0                 | 0                    | 7             | 0                    | 0                  | 0       |           |
|                           | GATWICK           | EXCEL AIRWAYS LTD         | C              | A        | 13                | 0        | 0                          | 62            | 15            | 15               | 8                | 0                 | 0                    | 19            | 85                   | 6                  | 13      |           |
|                           | GATWICK           | EXCEL AIRWAYS LTD         | C              | D        | 13                | 0        | 0                          | 92            | 8             | 0                | 0                | 0                 | 0                    | 7             | 100                  | 0                  | 12      |           |
|                           | MANCHESTER        | EXCEL AIRWAYS LTD         | C              | A        | 9                 | 0        | 0                          | 33            | 22            | 33               | 0                | 11                | 0                    | 46            | 45                   | 93                 | 11      |           |
|                           | MANCHESTER        | EXCEL AIRWAYS LTD         | C              | D        | 9                 | 0        | 0                          | 78            | 11            | 0                | 0                | 11                | 0                    | 32            | 90                   | 82                 | 10      |           |
|                           | BIRMINGHAM        | FIRST CHOICE AIRWAYS LTD  | C              | A        | 10                | 0        | 0                          | 90            | 0             | 10               | 0                | 0                 | 0                    | 5             | 85                   | 7                  | 13      |           |
|                           | BIRMINGHAM        | FIRST CHOICE AIRWAYS LTD  | C              | D        | 10                | 0        | 0                          | 90            | 0             | 0                | 10               | 0                 | 0                    | 7             | 92                   | 5                  | 12      |           |
|                           | GATWICK           | FIRST CHOICE AIRWAYS LTD  | C              | A        | 14                | 0        | 0                          | 93            | 7             | 0                | 0                | 0                 | 0                    | 4             | 39                   | 28                 | 33      |           |
|                           | GATWICK           | FIRST CHOICE AIRWAYS LTD  | C              | D        | 14                | 0        | 0                          | 93            | 7             | 0                | 0                | 0                 | 0                    | 9             | 63                   | 14                 | 30      |           |
|                           | GLASGOW           | FIRST CHOICE AIRWAYS LTD  | C              | A        | 9                 | 0        | 0                          | 89            | 0             | 11               | 0                | 0                 | 0                    | 7             | 88                   | 9                  | 8       |           |
|                           | GLASGOW           | FIRST CHOICE AIRWAYS LTD  | C              | D        | 9                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 2             | 100                  | 3                  | 8       |           |
|                           | LUTON             | FIRST CHOICE AIRWAYS LTD  | C              | A        | 4                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 0             | 0                    | 0                  | 0       |           |
|                           | LUTON             | FIRST CHOICE AIRWAYS LTD  | C              | D        | 4                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 2             | 0                    | 0                  | 0       |           |
|                           | MANCHESTER        | FIRST CHOICE AIRWAYS LTD  | C              | A        | 27                | 0        | 0                          | 78            | 7             | 4                | 4                | 7                 | 0                    | 23            | 87                   | 5                  | 31      |           |
|                           | MANCHESTER        | FIRST CHOICE AIRWAYS LTD  | C              | D        | 27                | 0        | 0                          | 74            | 7             | 7                | 4                | 7                 | 0                    | 26            | 100                  | 2                  | 29      |           |
|                           | STANSTED          | FIRST CHOICE AIRWAYS LTD  | C              | A        | 9                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 1             | 23                   | 37                 | 13      |           |
|                           | STANSTED          | FIRST CHOICE AIRWAYS LTD  | C              | D        | 9                 | 0        | 0                          | 89            | 11            | 0                | 0                | 0                 | 0                    | 6             | 50                   | 20                 | 12      |           |
|                           | GATWICK           | FUTURA AIRLINES           | C              | A        | 8                 | 0        | 0                          | 63            | 13            | 25               | 0                | 0                 | 0                    | 14            | 0                    | 0                  | 0       |           |
|                           | GATWICK           | FUTURA AIRLINES           | C              | D        | 7                 | 0        | 0                          | 71            | 29            | 0                | 0                | 0                 | 0                    | 10            | 0                    | 0                  | 0       |           |
|                           | NEWCASTLE         | FUTURA AIRLINES           | C              | A        | 4                 | 0        | 0                          | 75            | 0             | 25               | 0                | 0                 | 0                    | 14            | 0                    | 0                  | 0       |           |
|                           | NEWCASTLE         | FUTURA AIRLINES           | C              | D        | 4                 | 0        | 0                          | 75            | 0             | 25               | 0                | 0                 | 0                    | 13            | 0                    | 0                  | 0       |           |
|                           | GATWICK           | GB AIRWAYS LTD            | S              | A        | 29                | 0        | 0                          | 79            | 7             | 7                | 7                | 0                 | 0                    | 13            | 71                   | 10                 | 31      |           |
|                           | GATWICK           | GB AIRWAYS LTD            | S              | D        | 33                | 0        | 0                          | 67            | 24            | 6                | 3                | 0                 | 0                    | 12            | 71                   | 14                 | 31      |           |
|                           | EDINBURGH         | IBERWORLD                 | C              | A        | 4                 | 0        | 0                          | 75            | 0             | 25               | 0                | 0                 | 0                    | 10            | 75                   | 5                  | 4       |           |
|                           | EDINBURGH         | IBERWORLD                 | C              | D        | 4                 | 0        | 0                          | 75            | 25            | 0                | 0                | 0                 | 0                    | 7             | 75                   | 5                  | 4       |           |
|                           | MANCHESTER        | ICELANDAIR                | C              | A        | 8                 | 0        | 0                          | 88            | 0             | 0                | 13               | 0                 | 0                    | 10            | 0                    | 0                  | 0       |           |
|                           | MANCHESTER        | ICELANDAIR                | C              | D        | 8                 | 0        | 0                          | 88            | 0             | 0                | 13               | 0                 | 0                    | 14            | 0                    | 0                  | 0       |           |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: T

| ORIGIN / DESTINATION      | REPORTING AIRPORT | AIRLINE                  | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |          | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  |                   | MAR 2003             |               |                      |                    |         |           |
|---------------------------|-------------------|--------------------------|----------------|----------|-------------------|----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|---------|-----------|
|                           |                   |                          |                |          | Actual (7)        | Plan (8) | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |         |           |
|                           |                   |                          |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    | MATCHED | UNMATCHED |
| TENERIFE (SURREINA SOFIA) |                   |                          |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |         |           |
|                           | BIRMINGHAM        | MONARCH AIRLINES         | C              | A        | 13                | 0        | 0                          | 46            | 23            | 23               | 8                | 0                 | 0                    | 28            | 77                   | 7                  | 13      |           |
|                           | BIRMINGHAM        | MONARCH AIRLINES         | C              | D        | 13                | 0        | 0                          | 85            | 8             | 8                | 0                | 0                 | 0                    | 9             | 92                   | 2                  | 12      |           |
|                           | GATWICK           | MONARCH AIRLINES         | C              | A        | 14                | 1        | 0                          | 79            | 0             | 7                | 7                | 7                 | 0                    | 35            | 47                   | 24                 | 19      |           |
|                           | GATWICK           | MONARCH AIRLINES         | C              | D        | 14                | 1        | 0                          | 64            | 29            | 0                | 0                | 7                 | 0                    | 30            | 65                   | 15                 | 17      |           |
|                           | LUTON             | MONARCH AIRLINES         | S              | A        | 17                | 0        | 0                          | 76            | 18            | 6                | 0                | 0                 | 0                    | 10            | 92                   | 5                  | 13      |           |
|                           | LUTON             | MONARCH AIRLINES         | C              | A        | 4                 | 0        | 0                          | 50            | 25            | 25               | 0                | 0                 | 0                    | 19            | 100                  | 8                  | 4       |           |
|                           | LUTON             | MONARCH AIRLINES         | C              | D        | 4                 | 0        | 0                          | 75            | 0             | 25               | 0                | 0                 | 0                    | 10            | 100                  | 4                  | 4       |           |
|                           | LUTON             | MONARCH AIRLINES         | S              | D        | 17                | 0        | 0                          | 88            | 12            | 0                | 0                | 0                 | 0                    | 5             | 100                  | 4                  | 13      |           |
|                           | MANCHESTER        | MONARCH AIRLINES         | C              | A        | 13                | 0        | 0                          | 46            | 15            | 31               | 8                | 0                 | 0                    | 24            | 57                   | 20                 | 14      |           |
|                           | MANCHESTER        | MONARCH AIRLINES         | S              | A        | 30                | 1        | 1                          | 70            | 17            | 7                | 7                | 0                 | 0                    | 17            | 0                    | 0                  | 0       |           |
|                           | MANCHESTER        | MONARCH AIRLINES         | C              | D        | 13                | 0        | 0                          | 38            | 23            | 23               | 15               | 0                 | 0                    | 29            | 100                  | 2                  | 13      |           |
|                           | MANCHESTER        | MONARCH AIRLINES         | S              | D        | 31                | 0        | 0                          | 84            | 10            | 3                | 3                | 0                 | 0                    | 8             | 0                    | 0                  | 0       |           |
|                           | BIRMINGHAM        | MY TRAVEL AIRWAYS UK     | S              | A        | 17                | 0        | 1                          | 76            | 12            | 6                | 6                | 0                 | 0                    | 16            | 0                    | 0                  | 0       |           |
|                           | BIRMINGHAM        | MY TRAVEL AIRWAYS UK     | C              | A        | 9                 | 0        | 0                          | 89            | 0             | 11               | 0                | 0                 | 0                    | 4             | 78                   | 9                  | 9       |           |
|                           | BIRMINGHAM        | MY TRAVEL AIRWAYS UK     | C              | D        | 9                 | 0        | 0                          | 89            | 0             | 0                | 11               | 0                 | 0                    | 12            | 100                  | 1                  | 8       |           |
|                           | BIRMINGHAM        | MY TRAVEL AIRWAYS UK     | S              | D        | 14                | 3        | 1                          | 50            | 14            | 29               | 0                | 7                 | 0                    | 32            | 0                    | 0                  | 0       |           |
|                           | GATWICK           | MY TRAVEL AIRWAYS UK     | C              | A        | 14                | 0        | 0                          | 79            | 14            | 7                | 0                | 0                 | 0                    | 8             | 33                   | 53                 | 12      |           |
|                           | GATWICK           | MY TRAVEL AIRWAYS UK     | C              | D        | 14                | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 4             | 67                   | 44                 | 12      |           |
|                           | GLASGOW           | MY TRAVEL AIRWAYS UK     | C              | A        | 9                 | 0        | 0                          | 56            | 33            | 11               | 0                | 0                 | 0                    | 14            | 78                   | 9                  | 9       |           |
|                           | GLASGOW           | MY TRAVEL AIRWAYS UK     | C              | D        | 9                 | 0        | 0                          | 89            | 0             | 11               | 0                | 0                 | 0                    | 9             | 100                  | 2                  | 8       |           |
|                           | LUTON             | MY TRAVEL AIRWAYS UK     | C              | A        | 4                 | 0        | 0                          | 25            | 0             | 50               | 25               | 0                 | 0                    | 32            | 50                   | 10                 | 4       |           |
|                           | LUTON             | MY TRAVEL AIRWAYS UK     | C              | D        | 4                 | 0        | 0                          | 0             | 25            | 25               | 50               | 0                 | 0                    | 49            | 50                   | 15                 | 4       |           |
|                           | MANCHESTER        | MY TRAVEL AIRWAYS UK     | C              | A        | 22                | 0        | 0                          | 59            | 14            | 23               | 5                | 0                 | 0                    | 18            | 57                   | 38                 | 23      |           |
|                           | MANCHESTER        | MY TRAVEL AIRWAYS UK     | C              | D        | 22                | 0        | 0                          | 68            | 14            | 9                | 9                | 0                 | 0                    | 16            | 62                   | 32                 | 21      |           |
|                           | NEWCASTLE         | MY TRAVEL AIRWAYS UK     | C              | A        | 8                 | 1        | 0                          | 75            | 0             | 13               | 13               | 0                 | 0                    | 19            | 56                   | 22                 | 9       |           |
|                           | NEWCASTLE         | MY TRAVEL AIRWAYS UK     | C              | D        | 9                 | 0        | 0                          | 89            | 0             | 0                | 11               | 0                 | 0                    | 8             | 75                   | 8                  | 8       |           |
|                           | STANSTED          | MY TRAVEL AIRWAYS UK     | C              | A        | 9                 | 0        | 0                          | 78            | 11            | 11               | 0                | 0                 | 0                    | 12            | 100                  | 0                  | 9       |           |
|                           | STANSTED          | MY TRAVEL AIRWAYS UK     | C              | D        | 9                 | 0        | 0                          | 56            | 22            | 11               | 11               | 0                 | 0                    | 17            | 100                  | 1                  | 8       |           |
|                           | GLASGOW           | SPANAIR                  | C              | A        | 4                 | 0        | 0                          | 75            | 25            | 0                | 0                | 0                 | 0                    | 6             | 100                  | 3                  | 4       |           |
|                           | GLASGOW           | SPANAIR                  | C              | D        | 4                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 6             | 75                   | 9                  | 4       |           |
|                           | BIRMINGHAM        | THOMAS COOK AIRLINES LTD | C              | A        | 8                 | 0        | 0                          | 88            | 13            | 0                | 0                | 0                 | 0                    | 2             | 100                  | 0                  | 9       |           |
|                           | BIRMINGHAM        | THOMAS COOK AIRLINES LTD | C              | D        | 8                 | 0        | 0                          | 88            | 13            | 0                | 0                | 0                 | 0                    | 5             | 100                  | 2                  | 8       |           |
|                           | GATWICK           | THOMAS COOK AIRLINES LTD | C              | A        | 17                | 1        | 0                          | 88            | 12            | 0                | 0                | 0                 | 0                    | 4             | 89                   | 5                  | 38      |           |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: T

| ORIGIN / DESTINATION                   | REPORTING AIRPORT | AIRLINE                     | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |           |           | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  |                   | MAR 2003             |               |                      |                    |  |
|--|-------------------|-----------------------------|----------------|----------|-------------------|-----------|-----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|--|
|  |                   |                             |                |          | MATCHED           |           | UNMATCHED | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |  |
|  |                   |                             |                |          | Actual (7)        | Plan (8)  |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
| TENERIFE (SURREINA SOFIA)              |                   |                             |                |          |                   |           |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|  | GATWICK           | THOMAS COOK AIRLINES LTD    | C              | D        | 19                | 0         | 0         | 89                         | 11            | 0             | 0                | 0                | 0                 | 6                    | 89            | 6                    | 37                 |  |
|  | GLASGOW           | THOMAS COOK AIRLINES LTD    | C              | A        | 12                | 0         | 0         | 92                         | 0             | 0             | 8                | 0                | 0                 | 10                   | 92            | 5                    | 13                 |  |
|  | GLASGOW           | THOMAS COOK AIRLINES LTD    | C              | D        | 13                | 0         | 0         | 92                         | 0             | 8             | 0                | 0                | 0                 | 4                    | 100           | 3                    | 12                 |  |
|  | MANCHESTER        | THOMAS COOK AIRLINES LTD    | C              | A        | 29                | 1         | 0         | 86                         | 0             | 3             | 7                | 0                | 3                 | 30                   | 95            | 3                    | 39                 |  |
|  | MANCHESTER        | THOMAS COOK AIRLINES LTD    | C              | D        | 28                | 1         | 0         | 86                         | 4             | 4             | 7                | 0                | 0                 | 13                   | 92            | 3                    | 37                 |  |
|  | NEWCASTLE         | THOMAS COOK AIRLINES LTD    | C              | A        | 4                 | 0         | 0         | 100                        | 0             | 0             | 0                | 0                | 0                 | 1                    | 100           | 0                    | 4                  |  |
|  | NEWCASTLE         | THOMAS COOK AIRLINES LTD    | C              | D        | 4                 | 0         | 0         | 100                        | 0             | 0             | 0                | 0                | 0                 | 1                    | 100           | 2                    | 4                  |  |
|  | STANSTED          | THOMAS COOK AIRLINES LTD    | C              | A        | 4                 | 0         | 0         | 100                        | 0             | 0             | 0                | 0                | 0                 | 0                    | 40            | 21                   | 5                  |  |
|  | STANSTED          | THOMAS COOK AIRLINES LTD    | C              | D        | 4                 | 0         | 0         | 100                        | 0             | 0             | 0                | 0                | 0                 | 1                    | 50            | 28                   | 4                  |  |
|  | GLASGOW           | VOLAR AIRLINES              | C              | A        | 4                 | 0         | 0         | 50                         | 25            | 25            | 0                | 0                | 0                 | 19                   | 100           | 0                    | 4                  |  |
|  | GLASGOW           | VOLAR AIRLINES              | C              | D        | 4                 | 0         | 0         | 50                         | 0             | 50            | 0                | 0                | 0                 | 24                   | 100           | 0                    | 4                  |  |
|  | NEWCASTLE         | VOLAR AIRLINES              | C              | A        | 4                 | 0         | 0         | 50                         | 0             | 25            | 25               | 0                | 0                 | 47                   | 0             | 0                    | 0                  |  |
|  | NEWCASTLE         | VOLAR AIRLINES              | C              | D        | 4                 | 0         | 0         | 25                         | 25            | 25            | 25               | 0                | 0                 | 36                   | 0             | 0                    | 0                  |  |
| <b>TOTAL TENERIFE (SURREINA SOFIA)</b> |                   |                             |                |          | <b>1149</b>       | <b>15</b> | <b>3</b>  | <b>76</b>                  | <b>10</b>     | <b>8</b>      | <b>4</b>         | <b>1</b>         | <b>0</b>          | <b>16</b>            | <b>78</b>     | <b>13</b>            | <b>13</b>          |  |
| TIREE                                  |                   |                             |                |          |                   |           |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|  | GLASGOW           | LOGANAIR                    | S              | A        | 23                | 4         | 0         | 91                         | 9             | 0             | 0                | 0                | 0                 | 4                    | 92            | 5                    | 25                 |  |
|  | GLASGOW           | LOGANAIR                    | S              | D        | 27                | 0         | 0         | 100                        | 0             | 0             | 0                | 0                | 0                 | 2                    | 96            | 4                    | 24                 |  |
| <b>TOTAL TIREE</b>                     |                   |                             |                |          | <b>50</b>         | <b>4</b>  | <b>0</b>  | <b>96</b>                  | <b>4</b>      | <b>0</b>      | <b>0</b>         | <b>0</b>         | <b>0</b>          | <b>3</b>             | <b>94</b>     | <b>5</b>             | <b>5</b>           |  |
| TOBAGO                                 |                   |                             |                |          |                   |           |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|  | GATWICK           | BRITISH AIRWAYS PLC         | S              | A        | 12                | 0         | 0         | 92                         | 8             | 0             | 0                | 0                | 0                 | 3                    | 67            | 13                   | 12                 |  |
|  | GATWICK           | BRITISH AIRWAYS PLC         | S              | D        | 12                | 0         | 0         | 83                         | 17            | 0             | 0                | 0                | 0                 | 9                    | 85            | 5                    | 13                 |  |
|  | GATWICK           | EXCEL AIRWAYS LTD           | C              | A        | 4                 | 0         | 0         | 75                         | 0             | 0             | 0                | 25               | 0                 | 67                   | 0             | 0                    | 0                  |  |
|  | GATWICK           | EXCEL AIRWAYS LTD           | C              | D        | 12                | 0         | 0         | 42                         | 25            | 8             | 8                | 17               | 0                 | 79                   | 0             | 0                    | 0                  |  |
| <b>TOTAL TOBAGO</b>                    |                   |                             |                |          | <b>40</b>         | <b>0</b>  | <b>0</b>  | <b>73</b>                  | <b>15</b>     | <b>3</b>      | <b>3</b>         | <b>8</b>         | <b>0</b>          | <b>34</b>            | <b>72</b>     | <b>16</b>            | <b>16</b>          |  |
| TOKYO (NARITA)                         |                   |                             |                |          |                   |           |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|  | HEATHROW          | ALL NIPPON AIRWAYS          | S              | A        | 31                | 0         | 0         | 87                         | 6             | 0             | 3                | 3                | 0                 | 16                   | 97            | 3                    | 31                 |  |
|  | HEATHROW          | ALL NIPPON AIRWAYS          | S              | D        | 31                | 0         | 0         | 81                         | 6             | 10            | 0                | 3                | 0                 | 16                   | 100           | 1                    | 31                 |  |
|  | HEATHROW          | BRITISH AIRWAYS PLC         | S              | A        | 62                | 0         | 0         | 77                         | 13            | 3             | 6                | 0                | 0                 | 11                   | 90            | 11                   | 59                 |  |
|  | HEATHROW          | BRITISH AIRWAYS PLC         | S              | D        | 62                | 0         | 0         | 47                         | 29            | 13            | 11               | 0                | 0                 | 24                   | 53            | 28                   | 59                 |  |
|  | HEATHROW          | JAPAN AIRLINES              | S              | A        | 61                | 1         | 1         | 72                         | 20            | 5             | 3                | 0                | 0                 | 12                   | 84            | 7                    | 50                 |  |
|  | HEATHROW          | JAPAN AIRLINES              | S              | D        | 62                | 0         | 0         | 65                         | 27            | 6             | 2                | 0                | 0                 | 12                   | 72            | 9                    | 50                 |  |
|  | HEATHROW          | VIRGIN ATLANTIC AIRWAYS LTD | S              | A        | 30                | 1         | 8         | 67                         | 13            | 10            | 7                | 0                | 3                 | 58                   | 97            | 1                    | 31                 |  |
|  | HEATHROW          | VIRGIN ATLANTIC AIRWAYS LTD | S              | D        | 31                | 0         | 0         | 45                         | 32            | 19            | 3                | 0                | 0                 | 21                   | 65            | 14                   | 31                 |  |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: T

| ORIGIN / DESTINATION         | REPORTING AIRPORT | AIRLINE                         | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |           |          | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         | MAR 2003                   |                     |                            |                          |  |
|------------------------------|-------------------|---------------------------------|-------------------|-------------|-------------------|-----------|----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|--|
|                              |                   |                                 |                   |             | Actual<br>(7)     | UNMATCHED |          | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |  |
|                              |                   |                                 |                   |             |                   | Plan (8)  |          |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
| TOKYO (NARITA)               |                   |                                 |                   |             |                   |           |          |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
| <b>TOTAL TOKYO (NARITA)</b>  |                   |                                 |                   |             | <b>370</b>        | <b>3</b>  | <b>9</b> | <b>67</b>                  | <b>20</b>        | <b>8</b>         | <b>5</b>               | <b>1</b>               | <b>0</b>                | <b>19</b>                  | <b>79</b>           | <b>12</b>                  | <b>12</b>                |  |
| TORONTO                      |                   |                                 |                   |             |                   |           |          |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                              | HEATHROW          | AIR CANADA                      | S                 | A           | 122               | 0         | 0        | 48                         | 30               | 14               | 9                      | 0                      | 0                       | 24                         | 62                  | 22                         | 110                      |  |
|                              | HEATHROW          | AIR CANADA                      | S                 | D           | 122               | 0         | 0        | 59                         | 20               | 12               | 7                      | 2                      | 1                       | 28                         | 66                  | 15                         | 109                      |  |
|                              | GATWICK           | AIR TRANSAT                     | S                 | A           | 9                 | 0         | 0        | 67                         | 22               | 11               | 0                      | 0                      | 0                       | 10                         | 75                  | 33                         | 4                        |  |
|                              | GATWICK           | AIR TRANSAT                     | S                 | D           | 9                 | 0         | 0        | 44                         | 44               | 11               | 0                      | 0                      | 0                       | 17                         | 25                  | 50                         | 4                        |  |
|                              | GLASGOW           | AIR TRANSAT                     | S                 | A           | 2                 | 0         | 0        | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 5                          | 75                  | 10                         | 4                        |  |
|                              | GLASGOW           | AIR TRANSAT                     | C                 | A           | 2                 | 0         | 0        | 50                         | 50               | 0                | 0                      | 0                      | 0                       | 12                         | 0                   | 0                          | 0                        |  |
|                              | GLASGOW           | AIR TRANSAT                     | C                 | D           | 2                 | 0         | 0        | 50                         | 50               | 0                | 0                      | 0                      | 0                       | 17                         | 0                   | 0                          | 0                        |  |
|                              | GLASGOW           | AIR TRANSAT                     | S                 | D           | 2                 | 0         | 0        | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 0                          | 100                 | 5                          | 4                        |  |
|                              | MANCHESTER        | AIR TRANSAT                     | S                 | A           | 4                 | 0         | 0        | 75                         | 25               | 0                | 0                      | 0                      | 0                       | 7                          | 100                 | 0                          | 4                        |  |
|                              | MANCHESTER        | AIR TRANSAT                     | S                 | D           | 4                 | 0         | 0        | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 3                          | 75                  | 6                          | 4                        |  |
|                              | HEATHROW          | BRITISH AIRWAYS PLC             | S                 | A           | 61                | 0         | 0        | 89                         | 7                | 2                | 3                      | 0                      | 0                       | 7                          | 94                  | 4                          | 62                       |  |
|                              | HEATHROW          | BRITISH AIRWAYS PLC             | S                 | D           | 62                | 0         | 0        | 47                         | 32               | 16               | 3                      | 0                      | 2                       | 45                         | 48                  | 20                         | 62                       |  |
|                              | BIRMINGHAM        | PAKISTAN INTL AIRLINES          | S                 | A           | 12                | 0         | 0        | 58                         | 17               | 8                | 8                      | 8                      | 0                       | 36                         | 89                  | 32                         | 9                        |  |
|                              | BIRMINGHAM        | PAKISTAN INTL AIRLINES          | S                 | D           | 11                | 0         | 0        | 27                         | 36               | 9                | 27                     | 0                      | 0                       | 48                         | 88                  | 35                         | 8                        |  |
| <b>TOTAL TORONTO</b>         |                   |                                 |                   |             | <b>426</b>        | <b>0</b>  | <b>0</b> | <b>58</b>                  | <b>23</b>        | <b>11</b>        | <b>6</b>               | <b>1</b>               | <b>0</b>                | <b>25</b>                  | <b>68</b>           | <b>17</b>                  | <b>17</b>                |  |
| TORREJON DE ARDOZ            |                   |                                 |                   |             |                   |           |          |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
| TOULON / HYERES              |                   |                                 |                   |             |                   |           |          |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                              | GATWICK           | GB AIRWAYS LTD                  | S                 | A           | 10                | 0         | 0        | 90                         | 10               | 0                | 0                      | 0                      | 0                       | 5                          | 0                   | 0                          | 0                        |  |
|                              | GATWICK           | GB AIRWAYS LTD                  | S                 | D           | 10                | 0         | 0        | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 3                          | 0                   | 0                          | 0                        |  |
| <b>TOTAL TOULON / HYERES</b> |                   |                                 |                   |             | <b>20</b>         | <b>0</b>  | <b>0</b> | <b>95</b>                  | <b>5</b>         | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>4</b>                   | <b>90</b>           | <b>5</b>                   | <b>5</b>                 |  |
| TOULOUSE (BLAGNAC)           |                   |                                 |                   |             |                   |           |          |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                              | MANCHESTER        | BMI REGIONAL                    | S                 | A           | 27                | 0         | 0        | 96                         | 0                | 0                | 4                      | 0                      | 0                       | 4                          | 100                 | 0                          | 31                       |  |
|                              | MANCHESTER        | BMI REGIONAL                    | S                 | D           | 27                | 0         | 0        | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 1                          | 100                 | 0                          | 31                       |  |
|                              | GATWICK           | BRITANNIA AIRWAYS               | C                 | A           | 4                 | 0         | 0        | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 5                          | 78                  | 8                          | 9                        |  |
|                              | GATWICK           | BRITANNIA AIRWAYS               | C                 | D           | 4                 | 0         | 0        | 75                         | 25               | 0                | 0                      | 0                      | 0                       | 4                          | 75                  | 35                         | 8                        |  |
|                              | MANCHESTER        | BRITANNIA AIRWAYS               | C                 | A           | 3                 | 0         | 0        | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 0                          | 0                   | 106                        | 3                        |  |
|                              | MANCHESTER        | BRITANNIA AIRWAYS               | C                 | D           | 3                 | 0         | 0        | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 4                          | 75                  | 12                         | 4                        |  |
|                              | BIRMINGHAM        | BRITISH AIRWAYS CITIEXPRESS LTD | C                 | A           | 4                 | 0         | 0        | 50                         | 0                | 50               | 0                      | 0                      | 0                       | 21                         | 0                   | 0                          | 0                        |  |
|                              | BIRMINGHAM        | BRITISH AIRWAYS CITIEXPRESS LTD | C                 | D           | 4                 | 0         | 0        | 50                         | 50               | 0                | 0                      | 0                      | 0                       | 11                         | 0                   | 0                          | 0                        |  |

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Origin / Destinations: T

| ORIGIN / DESTINATION            | REPORTING AIRPORT | AIRLINE                         | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |          | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  |                   | MAR 2003             |               |                      |                    |           |
|---------------------------------|-------------------|---------------------------------|----------------|----------|-------------------|----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|-----------|
|                                 |                   |                                 |                |          | Actual (7)        | Plan (8) | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |           |
|                                 |                   |                                 |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    | MATCHED   |
| TOULOUSE (BLAGNAC)              | MANCHESTER        | BRITISH AIRWAYS CITIEXPRESS LTD | C              | A        | 3                 | 0        | 0                          | 67            | 33            | 0                | 0                | 0                 | 0                    | 6             | 0                    | 0                  | 0         |
|                                 | MANCHESTER        | BRITISH AIRWAYS CITIEXPRESS LTD | C              | D        | 3                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 1             | 0                    | 0                  | 0         |
|                                 | GATWICK           | BRITISH AIRWAYS PLC             | S              | A        | 93                | 1        | 0                          | 86            | 9             | 4                | 1                | 0                 | 0                    | 7             | 85                   | 12                 | 91        |
|                                 | GATWICK           | BRITISH AIRWAYS PLC             | S              | D        | 92                | 0        | 0                          | 85            | 11            | 2                | 2                | 0                 | 0                    | 7             | 85                   | 9                  | 91        |
|                                 | GATWICK           | EASYJET AIRLINE COMPANY LTD     | S              | A        | 62                | 0        | 0                          | 85            | 10            | 2                | 3                | 0                 | 0                    | 5             | 0                    | 0                  | 0         |
|                                 | GATWICK           | EASYJET AIRLINE COMPANY LTD     | S              | D        | 62                | 0        | 0                          | 85            | 8             | 3                | 3                | 0                 | 0                    | 9             | 0                    | 0                  | 0         |
|                                 | NEWCASTLE         | EUROPEAN AIR CHARTER            | C              | A        | 2                 | 0        | 0                          | 0             | 0             | 50               | 50               | 0                 | 0                    | 78            | 67                   | 19                 | 3         |
|                                 | NEWCASTLE         | EUROPEAN AIR CHARTER            | C              | D        | 2                 | 0        | 0                          | 0             | 50            | 0                | 50               | 0                 | 0                    | 72            | 67                   | 11                 | 3         |
|                                 | STANSTED          | EUROPEAN AIR CHARTER            | C              | A        | 2                 | 0        | 0                          | 0             | 50            | 0                | 50               | 0                 | 0                    | 67            | 75                   | 18                 | 4         |
|                                 | STANSTED          | EUROPEAN AIR CHARTER            | C              | D        | 2                 | 0        | 0                          | 0             | 0             | 0                | 100              | 0                 | 0                    | 80            | 100                  | 4                  | 3         |
|                                 | BIRMINGHAM        | FIRST CHOICE AIRWAYS LTD        | C              | A        | 4                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 0             | 100                  | 2                  | 5         |
|                                 | BIRMINGHAM        | FIRST CHOICE AIRWAYS LTD        | C              | D        | 3                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 5             | 100                  | 0                  | 4         |
|                                 | GATWICK           | FIRST CHOICE AIRWAYS LTD        | C              | A        | 4                 | 0        | 0                          | 50            | 25            | 0                | 25               | 0                 | 0                    | 40            | 40                   | 21                 | 5         |
|                                 | GATWICK           | FIRST CHOICE AIRWAYS LTD        | C              | D        | 4                 | 0        | 0                          | 50            | 25            | 0                | 25               | 0                 | 0                    | 43            | 80                   | 6                  | 5         |
|                                 | GLASGOW           | FIRST CHOICE AIRWAYS LTD        | C              | A        | 4                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 3             | 0                    | 24                 | 5         |
|                                 | GLASGOW           | FIRST CHOICE AIRWAYS LTD        | C              | D        | 3                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 0             | 100                  | 0                  | 5         |
|                                 | STANSTED          | FIRST CHOICE AIRWAYS LTD        | C              | A        | 3                 | 0        | 0                          | 67            | 33            | 0                | 0                | 0                 | 0                    | 7             | 0                    | 0                  | 0         |
|                                 | STANSTED          | FIRST CHOICE AIRWAYS LTD        | C              | D        | 2                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 0             | 0                    | 0                  | 0         |
|                                 | BIRMINGHAM        | FLYBE.BRITISH EUROPEAN          | C              | A        | 4                 | 0        | 0                          | 50            | 25            | 25               | 0                | 0                 | 0                    | 16            | 75                   | 33                 | 4         |
|                                 | BIRMINGHAM        | FLYBE.BRITISH EUROPEAN          | S              | A        | 29                | 0        | 2                          | 76            | 10            | 7                | 3                | 0                 | 3                    | 68            | 81                   | 9                  | 26        |
|                                 | BIRMINGHAM        | FLYBE.BRITISH EUROPEAN          | S              | D        | 29                | 1        | 2                          | 79            | 17            | 0                | 3                | 0                 | 0                    | 11            | 77                   | 10                 | 26        |
|                                 | BIRMINGHAM        | FLYBE.BRITISH EUROPEAN          | C              | D        | 3                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 10            | 50                   | 37                 | 4         |
|                                 | HEATHROW          | FLYBE.BRITISH EUROPEAN          | S              | A        | 72                | 0        | 0                          | 69            | 18            | 7                | 4                | 1                 | 0                    | 16            | 89                   | 8                  | 71        |
|                                 | HEATHROW          | FLYBE.BRITISH EUROPEAN          | S              | D        | 72                | 0        | 0                          | 67            | 22            | 6                | 4                | 1                 | 0                    | 17            | 94                   | 3                  | 71        |
|                                 | GATWICK           | MONARCH AIRLINES                | C              | A        | 8                 | 0        | 0                          | 63            | 13            | 0                | 25               | 0                 | 0                    | 26            | 50                   | 38                 | 10        |
|                                 | GATWICK           | MONARCH AIRLINES                | C              | D        | 8                 | 0        | 0                          | 75            | 13            | 13               | 0                | 0                 | 0                    | 7             | 88                   | 40                 | 8         |
|                                 | MANCHESTER        | MY TRAVEL AIRWAYS UK            | C              | A        | 2                 | 0        | 0                          | 50            | 50            | 0                | 0                | 0                 | 0                    | 20            | 40                   | 180                | 5         |
|                                 | GATWICK           | THOMAS COOK AIRLINES LTD        | C              | A        | 4                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 0             | 80                   | 6                  | 5         |
|                                 | GATWICK           | THOMAS COOK AIRLINES LTD        | C              | D        | 3                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 8             | 100                  | 5                  | 4         |
|                                 | MANCHESTER        | THOMAS COOK AIRLINES LTD        | C              | A        | 4                 | 0        | 0                          | 75            | 25            | 0                | 0                | 0                 | 0                    | 6             | 0                    | 0                  | 0         |
|                                 | MANCHESTER        | THOMAS COOK AIRLINES LTD        | C              | D        | 3                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 7             | 0                    | 0                  | 0         |
| <b>TOTAL TOULOUSE (BLAGNAC)</b> |                   |                                 |                |          | <b>678</b>        | <b>3</b> | <b>4</b>                   | <b>80</b>     | <b>12</b>     | <b>4</b>         | <b>4</b>         | <b>0</b>          | <b>0</b>             | <b>14</b>     | <b>83</b>            | <b>13</b>          | <b>13</b> |



## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: T

| ORIGIN / DESTINATION                        | REPORTING AIRPORT | AIRLINE              | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |          | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  |                   | MAR 2003             |               |                      |                    |           |  |
|---|-------------------|----------------------|----------------|----------|-------------------|----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|-----------|--|
|   |                   |                      |                |          | MATCHED           |          | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |           |  |
|   |                   |                      |                |          | Actual (7)        | Plan (8) |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |  |
| TOURS                                       |                   |                      |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |  |
|   | STANSTED          | RYANAIR              | S              | A        | 31                | 0        | 0                          | 97            | 0             | 0                | 3                | 0                 | 0                    | 3             | 0                    | 0                  | 0         |  |
|   | STANSTED          | RYANAIR              | S              | D        | 31                | 0        | 0                          | 97            | 0             | 0                | 3                | 0                 | 0                    | 4             | 0                    | 0                  | 0         |  |
| <b>TOTAL TOURS</b>                          |                   |                      |                |          | <b>62</b>         | <b>0</b> | <b>0</b>                   | <b>97</b>     | <b>0</b>      | <b>0</b>         | <b>3</b>         | <b>0</b>          | <b>0</b>             | <b>3</b>      | <b>71</b>            | <b>21</b>          | <b>21</b> |  |
| TREVISO                                     |                   |                      |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |  |
|   | STANSTED          | RYANAIR              | S              | A        | 93                | 0        | 0                          | 87            | 10            | 3                | 0                | 0                 | 0                    | 5             | 82                   | 12                 | 91        |  |
|   | STANSTED          | RYANAIR              | S              | D        | 93                | 0        | 0                          | 82            | 10            | 8                | 1                | 0                 | 0                    | 9             | 72                   | 13                 | 93        |  |
| <b>TOTAL TREVISO</b>                        |                   |                      |                |          | <b>186</b>        | <b>0</b> | <b>0</b>                   | <b>84</b>     | <b>10</b>     | <b>5</b>         | <b>1</b>         | <b>0</b>          | <b>0</b>             | <b>7</b>      | <b>77</b>            | <b>13</b>          | <b>13</b> |  |
| TRIESTE (RONCHI DEI LEGIO)                  |                   |                      |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |  |
|   | STANSTED          | RYANAIR              | S              | A        | 31                | 0        | 0                          | 74            | 13            | 13               | 0                | 0                 | 0                    | 11            | 90                   | 4                  | 30        |  |
|   | STANSTED          | RYANAIR              | S              | D        | 31                | 0        | 0                          | 42            | 45            | 13               | 0                | 0                 | 0                    | 19            | 94                   | 3                  | 31        |  |
| <b>TOTAL TRIESTE (RONCHI DEI LEGIONARI)</b> |                   |                      |                |          | <b>62</b>         | <b>0</b> | <b>0</b>                   | <b>58</b>     | <b>29</b>     | <b>13</b>        | <b>0</b>         | <b>0</b>          | <b>0</b>             | <b>15</b>     | <b>92</b>            | <b>4</b>           | <b>4</b>  |  |
| TRIPOLI                                     |                   |                      |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |  |
|   | HEATHROW          | BRITISH AIRWAYS PLC  | S              | A        | 17                | 0        | 0                          | 65            | 18            | 12               | 6                | 0                 | 0                    | 15            | 77                   | 12                 | 13        |  |
|   | HEATHROW          | BRITISH AIRWAYS PLC  | S              | D        | 17                | 0        | 0                          | 76            | 18            | 0                | 6                | 0                 | 0                    | 14            | 62                   | 18                 | 13        |  |
|   | HEATHROW          | LIBYAN ARAB AIRLINES | S              | A        | 9                 | 0        | 0                          | 89            | 0             | 11               | 0                | 0                 | 0                    | 7             | 67                   | 21                 | 9         |  |
|   | HEATHROW          | LIBYAN ARAB AIRLINES | S              | D        | 9                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 1             | 100                  | 2                  | 9         |  |
| <b>TOTAL TRIPOLI</b>                        |                   |                      |                |          | <b>52</b>         | <b>0</b> | <b>0</b>                   | <b>79</b>     | <b>12</b>     | <b>6</b>         | <b>4</b>         | <b>0</b>          | <b>0</b>             | <b>11</b>     | <b>75</b>            | <b>13</b>          | <b>13</b> |  |
| TRIVANDRUM                                  |                   |                      |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |  |
|   | GATWICK           | MONARCH AIRLINES     | C              | A        | 4                 | 0        | 0                          | 50            | 0             | 0                | 25               | 0                 | 25                   | 200           | 0                    | 0                  | 0         |  |
|   | GATWICK           | MONARCH AIRLINES     | C              | D        | 4                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 1             | 0                    | 0                  | 0         |  |
| <b>TOTAL TRIVANDRUM</b>                     |                   |                      |                |          | <b>8</b>          | <b>0</b> | <b>0</b>                   | <b>75</b>     | <b>0</b>      | <b>0</b>         | <b>13</b>        | <b>0</b>          | <b>13</b>            | <b>101</b>    | <b>56</b>            | <b>37</b>          | <b>37</b> |  |
| TUNIS                                       |                   |                      |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |  |
|   | GATWICK           | GB AIRWAYS LTD       | S              | A        | 18                | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 3             | 78                   | 14                 | 18        |  |
|   | GATWICK           | GB AIRWAYS LTD       | S              | D        | 18                | 0        | 0                          | 78            | 22            | 0                | 0                | 0                 | 0                    | 7             | 72                   | 15                 | 18        |  |
|   | HEATHROW          | TUNISAIR             | S              | A        | 17                | 0        | 0                          | 41            | 24            | 12               | 18               | 6                 | 0                    | 48            | 44                   | 17                 | 16        |  |
|   | HEATHROW          | TUNISAIR             | S              | D        | 17                | 0        | 0                          | 35            | 24            | 18               | 18               | 6                 | 0                    | 45            | 75                   | 14                 | 16        |  |
| <b>TOTAL TUNIS</b>                          |                   |                      |                |          | <b>70</b>         | <b>2</b> | <b>0</b>                   | <b>64</b>     | <b>17</b>     | <b>7</b>         | <b>9</b>         | <b>3</b>          | <b>0</b>             | <b>25</b>     | <b>68</b>            | <b>15</b>          | <b>15</b> |  |
| TURIN                                       |                   |                      |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |  |
|   | GATWICK           | ASTRAEUS LTD         | C              | A        | 2                 | 0        | 0                          | 50            | 0             | 0                | 0                | 50                | 0                    | 123           | 0                    | 0                  | 0         |  |
|   | GATWICK           | ASTRAEUS LTD         | C              | D        | 2                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 6             | 0                    | 0                  | 0         |  |
|   | BIRMINGHAM        | BRITANNIA AIRWAYS    | C              | A        | 4                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 2             | 50                   | 12                 | 4         |  |
|   | BIRMINGHAM        | BRITANNIA AIRWAYS    | C              | D        | 4                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 2             | 100                  | 4                  | 4         |  |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: T

| ORIGIN / DESTINATION | REPORTING AIRPORT | AIRLINE                         | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |          | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  |                   | MAR 2003             |               |                      |                    |         |           |  |
|----------------------|-------------------|---------------------------------|----------------|----------|-------------------|----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|---------|-----------|--|
|                      |                   |                                 |                |          | Actual (7)        | Plan (8) | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |         |           |  |
|                      |                   |                                 |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    | MATCHED | UNMATCHED |  |
| TURIN                |                   |                                 |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |         |           |  |
|                      | GATWICK           | BRITANNIA AIRWAYS               | C              | A        | 8                 | 0        | 0                          | 75            | 25            | 0                | 0                | 0                 | 0                    | 8             | 40                   | 43                 | 5       |           |  |
|                      | GATWICK           | BRITANNIA AIRWAYS               | C              | D        | 8                 | 0        | 0                          | 88            | 13            | 0                | 0                | 0                 | 0                    | 6             | 60                   | 32                 | 5       |           |  |
|                      | MANCHESTER        | BRITANNIA AIRWAYS               | C              | A        | 4                 | 0        | 0                          | 25            | 50            | 0                | 0                | 25                | 0                    | 70            | 80                   | 8                  | 5       |           |  |
|                      | MANCHESTER        | BRITANNIA AIRWAYS               | C              | D        | 4                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 0             | 100                  | 1                  | 5       |           |  |
|                      | STANSTED          | BRITANNIA AIRWAYS               | C              | A        | 3                 | 0        | 0                          | 67            | 33            | 0                | 0                | 0                 | 0                    | 13            | 25                   | 21                 | 4       |           |  |
|                      | STANSTED          | BRITANNIA AIRWAYS               | C              | D        | 2                 | 0        | 0                          | 50            | 50            | 0                | 0                | 0                 | 0                    | 12            | 100                  | 3                  | 4       |           |  |
|                      | BIRMINGHAM        | BRITISH AIRWAYS CITIEXPRESS LTD | C              | A        | 8                 | 0        | 0                          | 63            | 25            | 0                | 13               | 0                 | 0                    | 19            | 0                    | 0                  | 0       |           |  |
|                      | BIRMINGHAM        | BRITISH AIRWAYS CITIEXPRESS LTD | C              | D        | 7                 | 0        | 0                          | 57            | 29            | 14               | 0                | 0                 | 0                    | 16            | 0                    | 0                  | 0       |           |  |
|                      | MANCHESTER        | BRITISH AIRWAYS CITIEXPRESS LTD | C              | A        | 3                 | 0        | 0                          | 33            | 33            | 33               | 0                | 0                 | 0                    | 21            | 0                    | 0                  | 0       |           |  |
|                      | MANCHESTER        | BRITISH AIRWAYS CITIEXPRESS LTD | C              | D        | 3                 | 0        | 0                          | 0             | 33            | 33               | 33               | 0                 | 0                    | 39            | 0                    | 0                  | 0       |           |  |
|                      | GATWICK           | BRITISH AIRWAYS PLC             | S              | A        | 58                | 0        | 0                          | 71            | 16            | 12               | 2                | 0                 | 0                    | 11            | 0                    | 0                  | 0       |           |  |
|                      | GATWICK           | BRITISH AIRWAYS PLC             | S              | D        | 58                | 0        | 0                          | 79            | 14            | 7                | 0                | 0                 | 0                    | 9             | 0                    | 0                  | 0       |           |  |
|                      | GATWICK           | EUROPEAN AIR CHARTER            | C              | A        | 2                 | 0        | 0                          | 0             | 50            | 50               | 0                | 0                 | 0                    | 31            | 57                   | 13                 | 7       |           |  |
|                      | GATWICK           | EUROPEAN AIR CHARTER            | C              | D        | 2                 | 0        | 0                          | 0             | 100           | 0                | 0                | 0                 | 0                    | 26            | 88                   | 3                  | 8       |           |  |
|                      | GATWICK           | FIRST CHOICE AIRWAYS LTD        | C              | A        | 8                 | 0        | 0                          | 63            | 25            | 13               | 0                | 0                 | 0                    | 11            | 67                   | 29                 | 9       |           |  |
|                      | GATWICK           | FIRST CHOICE AIRWAYS LTD        | C              | D        | 8                 | 0        | 0                          | 63            | 13            | 25               | 0                | 0                 | 0                    | 17            | 63                   | 27                 | 8       |           |  |
|                      | MANCHESTER        | FIRST CHOICE AIRWAYS LTD        | C              | A        | 6                 | 0        | 0                          | 67            | 17            | 0                | 17               | 0                 | 0                    | 16            | 57                   | 31                 | 7       |           |  |
|                      | MANCHESTER        | FIRST CHOICE AIRWAYS LTD        | C              | D        | 4                 | 1        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 10            | 57                   | 24                 | 7       |           |  |
|                      | STANSTED          | FIRST CHOICE AIRWAYS LTD        | C              | A        | 4                 | 1        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 4             | 40                   | 21                 | 5       |           |  |
|                      | STANSTED          | FIRST CHOICE AIRWAYS LTD        | C              | D        | 5                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 2             | 80                   | 5                  | 5       |           |  |
|                      | BIRMINGHAM        | FLYBE.BRITISH EUROPEAN          | C              | A        | 4                 | 0        | 0                          | 75            | 0             | 0                | 0                | 25                | 0                    | 85            | 100                  | 0                  | 5       |           |  |
|                      | BIRMINGHAM        | FLYBE.BRITISH EUROPEAN          | C              | D        | 3                 | 0        | 0                          | 33            | 33            | 0                | 0                | 33                | 0                    | 128           | 100                  | 1                  | 4       |           |  |
|                      | NEWCASTLE         | FLYBE.BRITISH EUROPEAN          | C              | A        | 3                 | 0        | 0                          | 0             | 67            | 33               | 0                | 0                 | 0                    | 30            | 0                    | 37                 | 4       |           |  |
|                      | NEWCASTLE         | FLYBE.BRITISH EUROPEAN          | C              | D        | 2                 | 0        | 0                          | 0             | 50            | 50               | 0                | 0                 | 0                    | 36            | 100                  | 7                  | 4       |           |  |
|                      | GATWICK           | MONARCH AIRLINES                | C              | A        | 4                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 3             | 40                   | 55                 | 5       |           |  |
|                      | GATWICK           | MONARCH AIRLINES                | C              | D        | 4                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 2             | 80                   | 42                 | 5       |           |  |
|                      | MANCHESTER        | MY TRAVEL AIRWAYS UK            | C              | A        | 4                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 3             | 60                   | 46                 | 5       |           |  |
|                      | MANCHESTER        | MY TRAVEL AIRWAYS UK            | C              | D        | 4                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 0             | 75                   | 55                 | 4       |           |  |
|                      | STANSTED          | RYANAIR                         | S              | A        | 62                | 0        | 0                          | 60            | 27            | 10               | 3                | 0                 | 0                    | 15            | 84                   | 7                  | 62      |           |  |
|                      | STANSTED          | RYANAIR                         | S              | D        | 62                | 0        | 0                          | 47            | 27            | 23               | 3                | 0                 | 0                    | 21            | 87                   | 9                  | 62      |           |  |
|                      | GATWICK           | THOMAS COOK AIRLINES LTD        | C              | A        | 12                | 0        | 0                          | 58            | 8             | 17               | 17               | 0                 | 0                    | 20            | 60                   | 11                 | 5       |           |  |

ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: T

| ORIGIN / DESTINATION | REPORTING AIRPORT | AIRLINE                  | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |          | PERCENTAGE OF FLIGHTS LATE |           |                  |               |               |                  | MAR 2003         |                   |                      |               |                      |                    |
|----------------------|-------------------|--------------------------|----------------|----------|-------------------|----------|----------------------------|-----------|------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|
|                      |                   |                          |                |          | MATCHED           |          | UNMATCHED                  |           | Early to 15 mins | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |
|                      |                   |                          |                |          | Actual (7)        | Plan (8) |                            |           |                  |               |               |                  |                  |                   |                      |               |                      |                    |
| TURIN                | GATWICK           | THOMAS COOK AIRLINES LTD | C              | D        | 11                | 0        | 0                          | 91        | 0                | 0             | 9             | 0                | 0                | 10                | 75                   | 7             | 4                    |                    |
|                      | GLASGOW           | THOMAS COOK AIRLINES LTD | C              | A        | 4                 | 0        | 0                          | 100       | 0                | 0             | 0             | 0                | 0                | 3                 | 100                  | 0             | 5                    |                    |
|                      | GLASGOW           | THOMAS COOK AIRLINES LTD | C              | D        | 3                 | 0        | 0                          | 100       | 0                | 0             | 0             | 0                | 0                | 0                 | 100                  | 2             | 4                    |                    |
|                      | MANCHESTER        | THOMAS COOK AIRLINES LTD | C              | A        | 4                 | 0        | 0                          | 75        | 25               | 0             | 0             | 0                | 0                | 7                 | 0                    | 0             | 0                    |                    |
|                      | MANCHESTER        | THOMAS COOK AIRLINES LTD | C              | D        | 3                 | 0        | 0                          | 100       | 0                | 0             | 0             | 0                | 0                | 0                 | 0                    | 0             | 0                    |                    |
| <b>TOTAL TURIN</b>   |                   |                          |                |          | <b>406</b>        | <b>2</b> | <b>0</b>                   | <b>67</b> | <b>19</b>        | <b>10</b>     | <b>3</b>      | <b>1</b>         | <b>0</b>         | <b>16</b>         | <b>77</b>            | <b>15</b>     | <b>15</b>            |                    |

ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: U

| ORIGIN / DESTINATION | REPORTING AIRPORT | AIRLINE | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |           | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  |                   |                      | MAR 2003      |                      |                    |  |  |  |
|----------------------|-------------------|---------|----------------|----------|-------------------|-----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|--|--|--|
|                      |                   |         |                |          | MATCHED           | UNMATCHED | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |  |  |  |
|                      |                   |         |                |          | Actual (7)        | Plan (8)  |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |  |  |
| URALSK               |                   |         |                |          |                   |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |  |  |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: V

| ORIGIN / DESTINATION    | REPORTING AIRPORT | AIRLINE                         | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          | PERCENTAGE OF FLIGHTS LATE |           |                        |                  |                  |                        |                        | MAR 2003                |                            |                     |                            |                          |
|-------------------------|-------------------|---------------------------------|-------------------|-------------|-------------------|----------|----------------------------|-----------|------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|
|                         |                   |                                 |                   |             | MATCHED           |          | UNMATCHED                  |           | Early<br>to 15<br>mins | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |
|                         |                   |                                 |                   |             | Actual<br>(7)     | Plan (8) |                            |           |                        |                  |                  |                        |                        |                         |                            |                     |                            |                          |
| VALENCIA                |                   |                                 |                   |             |                   |          |                            |           |                        |                  |                  |                        |                        |                         |                            |                     |                            |                          |
|                         | BIRMINGHAM        | FLYJET LTD                      | C                 | A           | 2                 | 0        | 0                          | 100       | 0                      | 0                | 0                | 0                      | 0                      | 0                       | 0                          | 0                   | 0                          | 0                        |
|                         | BIRMINGHAM        | FLYJET LTD                      | C                 | D           | 2                 | 0        | 0                          | 50        | 50                     | 0                | 0                | 0                      | 0                      | 10                      | 0                          | 0                   | 0                          | 0                        |
|                         | GATWICK           | GB AIRWAYS LTD                  | S                 | A           | 27                | 0        | 0                          | 67        | 11                     | 15               | 7                | 0                      | 0                      | 17                      | 79                         | 12                  | 52                         |                          |
|                         | GATWICK           | GB AIRWAYS LTD                  | S                 | D           | 27                | 0        | 0                          | 67        | 11                     | 15               | 7                | 0                      | 0                      | 20                      | 81                         | 10                  | 53                         |                          |
|                         | HEATHROW          | IBERIA                          | S                 | A           | 31                | 0        | 0                          | 74        | 23                     | 3                | 0                | 0                      | 0                      | 9                       | 81                         | 18                  | 31                         |                          |
|                         | HEATHROW          | IBERIA                          | S                 | D           | 31                | 0        | 0                          | 87        | 10                     | 3                | 0                | 0                      | 0                      | 5                       | 87                         | 13                  | 31                         |                          |
| <b>TOTAL VALENCIA</b>   |                   |                                 |                   |             | <b>120</b>        | <b>0</b> | <b>0</b>                   | <b>74</b> | <b>14</b>              | <b>8</b>         | <b>3</b>         | <b>0</b>               | <b>0</b>               | <b>12</b>               | <b>79</b>                  | <b>13</b>           | <b>13</b>                  |                          |
| VALLADOLID              |                   |                                 |                   |             |                   |          |                            |           |                        |                  |                  |                        |                        |                         |                            |                     |                            |                          |
|                         | STANSTED          | RYANAIR                         | S                 | A           | 31                | 0        | 0                          | 100       | 0                      | 0                | 0                | 0                      | 0                      | 1                       | 0                          | 0                   | 0                          | 0                        |
|                         | STANSTED          | RYANAIR                         | S                 | D           | 31                | 0        | 0                          | 84        | 10                     | 6                | 0                | 0                      | 0                      | 8                       | 0                          | 0                   | 0                          | 0                        |
| <b>TOTAL VALLADOLID</b> |                   |                                 |                   |             | <b>62</b>         | <b>0</b> | <b>0</b>                   | <b>92</b> | <b>5</b>               | <b>3</b>         | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>4</b>                | <b>0</b>                   | <b>0</b>            | <b>0</b>                   |                          |
| VANCOUVER               |                   |                                 |                   |             |                   |          |                            |           |                        |                  |                  |                        |                        |                         |                            |                     |                            |                          |
|                         | HEATHROW          | AIR CANADA                      | S                 | A           | 31                | 0        | 0                          | 71        | 19                     | 0                | 3                | 0                      | 6                      | 34                      | 74                         | 21                  | 31                         |                          |
|                         | HEATHROW          | AIR CANADA                      | S                 | D           | 31                | 0        | 0                          | 45        | 35                     | 10               | 10               | 0                      | 0                      | 25                      | 71                         | 22                  | 31                         |                          |
|                         | HEATHROW          | BRITISH AIRWAYS PLC             | S                 | A           | 31                | 0        | 0                          | 90        | 3                      | 3                | 3                | 0                      | 0                      | 8                       | 77                         | 9                   | 31                         |                          |
|                         | HEATHROW          | BRITISH AIRWAYS PLC             | S                 | D           | 31                | 0        | 0                          | 61        | 19                     | 3                | 16               | 0                      | 0                      | 26                      | 68                         | 20                  | 31                         |                          |
| <b>TOTAL VANCOUVER</b>  |                   |                                 |                   |             | <b>124</b>        | <b>0</b> | <b>0</b>                   | <b>67</b> | <b>19</b>              | <b>4</b>         | <b>8</b>         | <b>0</b>               | <b>2</b>               | <b>23</b>               | <b>73</b>                  | <b>18</b>           | <b>18</b>                  |                          |
| VARADERO                |                   |                                 |                   |             |                   |          |                            |           |                        |                  |                  |                        |                        |                         |                            |                     |                            |                          |
|                         | GATWICK           | MONARCH AIRLINES                | C                 | A           | 3                 | 1        | 0                          | 67        | 33                     | 0                | 0                | 0                      | 0                      | 5                       | 100                        | 8                   | 2                          |                          |
| <b>TOTAL VARADERO</b>   |                   |                                 |                   |             | <b>3</b>          | <b>1</b> | <b>0</b>                   | <b>67</b> | <b>33</b>              | <b>0</b>         | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>5</b>                | <b>100</b>                 | <b>8</b>            | <b>8</b>                   |                          |
| VASTERAS                |                   |                                 |                   |             |                   |          |                            |           |                        |                  |                  |                        |                        |                         |                            |                     |                            |                          |
|                         | STANSTED          | RYANAIR                         | S                 | A           | 62                | 0        | 0                          | 81        | 11                     | 8                | 0                | 0                      | 0                      | 6                       | 87                         | 8                   | 52                         |                          |
|                         | STANSTED          | RYANAIR                         | S                 | D           | 62                | 0        | 0                          | 66        | 21                     | 13               | 0                | 0                      | 0                      | 14                      | 85                         | 12                  | 53                         |                          |
| <b>TOTAL VASTERAS</b>   |                   |                                 |                   |             | <b>124</b>        | <b>0</b> | <b>0</b>                   | <b>73</b> | <b>16</b>              | <b>10</b>        | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>10</b>               | <b>86</b>                  | <b>10</b>           | <b>10</b>                  |                          |
| VENICE                  |                   |                                 |                   |             |                   |          |                            |           |                        |                  |                  |                        |                        |                         |                            |                     |                            |                          |
|                         | HEATHROW          | BMI BRITISH MIDLAND             | S                 | A           | 31                | 0        | 0                          | 35        | 19                     | 16               | 26               | 3                      | 0                      | 42                      | 0                          | 0                   | 0                          |                          |
|                         | HEATHROW          | BMI BRITISH MIDLAND             | S                 | D           | 31                | 0        | 0                          | 45        | 23                     | 13               | 19               | 0                      | 0                      | 34                      | 0                          | 0                   | 0                          |                          |
|                         | MANCHESTER        | BRITISH AIRWAYS CITIEXPRESS LTD | S                 | A           | 31                | 0        | 0                          | 77        | 13                     | 6                | 3                | 0                      | 0                      | 9                       | 47                         | 23                  | 30                         |                          |
|                         | MANCHESTER        | BRITISH AIRWAYS CITIEXPRESS LTD | S                 | D           | 32                | 0        | 0                          | 81        | 9                      | 6                | 3                | 0                      | 0                      | 10                      | 83                         | 11                  | 30                         |                          |
|                         | GATWICK           | BRITISH AIRWAYS PLC             | S                 | A           | 65                | 0        | 1                          | 89        | 9                      | 2                | 0                | 0                      | 0                      | 5                       | 74                         | 16                  | 93                         |                          |
|                         | GATWICK           | BRITISH AIRWAYS PLC             | S                 | D           | 66                | 0        | 0                          | 85        | 12                     | 3                | 0                | 0                      | 0                      | 7                       | 82                         | 12                  | 93                         |                          |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: V

| ORIGIN / DESTINATION | REPORTING AIRPORT | AIRLINE                         | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        | MAR 2003                |                            |                     |                            |                          |  |
|----------------------|-------------------|---------------------------------|-------------------|-------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|--|
|                      |                   |                                 |                   |             | MATCHED           |          | UNMATCHED | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |  |
|                      |                   |                                 |                   |             | Actual<br>(7)     | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
| VENICE               |                   |                                 |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                      | STANSTED          | EASYJET AIRLINE COMPANY LTD     | S                 | A           | 62                | 0        | 0         | 89                         | 5                | 6                | 0                      | 0                      | 0                       | 4                          | 48                  | 32                         | 61                       |  |
|                      | STANSTED          | EASYJET AIRLINE COMPANY LTD     | S                 | D           | 62                | 0        | 0         | 61                         | 24               | 15               | 0                      | 0                      | 0                       | 16                         | 37                  | 35                         | 62                       |  |
|                      | LUTON             | VOLARE AIRLINES                 | S                 | A           | 5                 | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 5                          | 0                   | 0                          | 0                        |  |
|                      | LUTON             | VOLARE AIRLINES                 | S                 | D           | 5                 | 0        | 0         | 60                         | 40               | 0                | 0                      | 0                      | 0                       | 13                         | 0                   | 0                          | 0                        |  |
| <b>TOTAL VENICE</b>  |                   |                                 |                   |             | <b>390</b>        | <b>1</b> | <b>1</b>  | <b>74</b>                  | <b>14</b>        | <b>7</b>         | <b>4</b>               | <b>0</b>               | <b>0</b>                | <b>13</b>                  | <b>68</b>           | <b>20</b>                  | <b>20</b>                |  |
| VERONA               |                   |                                 |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                      | GATWICK           | BRITANNIA AIRWAYS               | C                 | A           | 4                 | 0        | 0         | 50                         | 50               | 0                | 0                      | 0                      | 0                       | 19                         | 0                   | 0                          | 0                        |  |
|                      | GATWICK           | BRITANNIA AIRWAYS               | C                 | D           | 4                 | 0        | 0         | 75                         | 25               | 0                | 0                      | 0                      | 0                       | 7                          | 0                   | 0                          | 0                        |  |
|                      | MANCHESTER        | BRITANNIA AIRWAYS               | C                 | A           | 4                 | 0        | 0         | 25                         | 0                | 25               | 50                     | 0                      | 0                       | 47                         | 0                   | 0                          | 0                        |  |
|                      | MANCHESTER        | BRITANNIA AIRWAYS               | C                 | D           | 3                 | 0        | 0         | 67                         | 0                | 33               | 0                      | 0                      | 0                       | 12                         | 0                   | 0                          | 0                        |  |
|                      | GATWICK           | BRITISH AIRWAYS PLC             | S                 | A           | 35                | 0        | 0         | 71                         | 14               | 9                | 3                      | 3                      | 0                       | 18                         | 84                  | 9                          | 31                       |  |
|                      | GATWICK           | BRITISH AIRWAYS PLC             | S                 | D           | 35                | 0        | 0         | 63                         | 17               | 17               | 3                      | 0                      | 0                       | 19                         | 84                  | 9                          | 31                       |  |
|                      | GATWICK           | FIRST CHOICE AIRWAYS LTD        | C                 | A           | 3                 | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 0                          | 20                  | 46                         | 5                        |  |
|                      | GATWICK           | FIRST CHOICE AIRWAYS LTD        | C                 | D           | 3                 | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 10                         | 100                 | 3                          | 5                        |  |
|                      | MANCHESTER        | FIRST CHOICE AIRWAYS LTD        | C                 | A           | 3                 | 1        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 0                          | 80                  | 18                         | 5                        |  |
|                      | MANCHESTER        | FIRST CHOICE AIRWAYS LTD        | C                 | D           | 4                 | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 1                          | 100                 | 1                          | 5                        |  |
| <b>TOTAL VERONA</b>  |                   |                                 |                   |             | <b>98</b>         | <b>2</b> | <b>0</b>  | <b>69</b>                  | <b>14</b>        | <b>11</b>        | <b>4</b>               | <b>1</b>               | <b>0</b>                | <b>17</b>                  | <b>80</b>           | <b>11</b>                  | <b>11</b>                |  |
| VIENNA               |                   |                                 |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                      | HEATHROW          | AUSTRIAN AIRLINES               | S                 | A           | 153               | 0        | 0         | 52                         | 14               | 22               | 12                     | 0                      | 0                       | 26                         | 81                  | 7                          | 155                      |  |
|                      | HEATHROW          | AUSTRIAN AIRLINES               | S                 | D           | 153               | 0        | 0         | 32                         | 32               | 25               | 11                     | 0                      | 0                       | 29                         | 91                  | 6                          | 155                      |  |
|                      | MANCHESTER        | BRITISH AIRWAYS CITIEXPRESS LTD | S                 | A           | 31                | 0        | 0         | 29                         | 35               | 16               | 16                     | 3                      | 0                       | 36                         | 100                 | 0                          | 2                        |  |
|                      | MANCHESTER        | BRITISH AIRWAYS CITIEXPRESS LTD | S                 | D           | 31                | 0        | 0         | 42                         | 39               | 16               | 3                      | 0                      | 0                       | 20                         | 100                 | 5                          | 2                        |  |
|                      | HEATHROW          | BRITISH AIRWAYS PLC             | S                 | A           | 123               | 0        | 0         | 67                         | 15               | 11               | 8                      | 0                      | 0                       | 17                         | 88                  | 5                          | 123                      |  |
|                      | HEATHROW          | BRITISH AIRWAYS PLC             | S                 | D           | 123               | 0        | 0         | 62                         | 20               | 16               | 2                      | 0                      | 0                       | 16                         | 87                  | 7                          | 124                      |  |
|                      | BIRMINGHAM        | DUO AIRWAYS LTD                 | S                 | A           | 30                | 0        | 1         | 90                         | 3                | 7                | 0                      | 0                      | 0                       | 7                          | 97                  | 3                          | 31                       |  |
|                      | BIRMINGHAM        | DUO AIRWAYS LTD                 | S                 | D           | 31                | 0        | 0         | 90                         | 3                | 3                | 3                      | 0                      | 0                       | 8                          | 87                  | 6                          | 31                       |  |
| <b>TOTAL VIENNA</b>  |                   |                                 |                   |             | <b>675</b>        | <b>0</b> | <b>1</b>  | <b>54</b>                  | <b>20</b>        | <b>17</b>        | <b>8</b>               | <b>0</b>               | <b>0</b>                | <b>22</b>                  | <b>87</b>           | <b>6</b>                   | <b>6</b>                 |  |
| VIGO                 |                   |                                 |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
| <b>TOTAL VIGO</b>    |                   |                                 |                   |             | <b>2</b>          | <b>0</b> | <b>0</b>  | <b>0</b>                   | <b>0</b>         | <b>0</b>         | <b>100</b>             | <b>0</b>               | <b>0</b>                | <b>65</b>                  | <b>0</b>            | <b>0</b>                   | <b>0</b>                 |  |
| VILNIUS              |                   |                                 |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                      | GATWICK           | LITHUANIA AIRLINES              | S                 | A           | 42                | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 3                          | 71                  | 16                         | 31                       |  |

ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: V

| ORIGIN / DESTINATION | REPORTING AIRPORT | AIRLINE            | NUMBER OF FLIGHTS |          | PERCENTAGE OF FLIGHTS LATE |          |                  |               |               |                  |                  | MAR 2003          |                      |               |                      |                    |           |
|----------------------|-------------------|--------------------|-------------------|----------|----------------------------|----------|------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|-----------|
|                      |                   |                    | CHARTER/ SCHED    | ARR/ DEP | MATCHED                    |          | Early to 15 mins | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |           |
|                      |                   |                    |                   |          | Actual (7)                 | Plan (8) |                  |               |               |                  |                  |                   |                      |               |                      |                    |           |
| VILNIUS              | GATWICK           | LITHUANIA AIRLINES | S                 | D        | 42                         | 0        | 0                | 98            | 0             | 2                | 0                | 0                 | 0                    | 3             | 84                   | 11                 | 31        |
| <b>TOTAL VILNIUS</b> |                   |                    |                   |          | <b>84</b>                  | <b>0</b> | <b>0</b>         | <b>99</b>     | <b>0</b>      | <b>1</b>         | <b>0</b>         | <b>0</b>          | <b>0</b>             | <b>3</b>      | <b>77</b>            | <b>13</b>          | <b>13</b> |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: W

| ORIGIN / DESTINATION             | REPORTING AIRPORT | AIRLINE                     | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         |                            | MAR 2003            |                            |                          |  |
|----------------------------------|-------------------|-----------------------------|-------------------|-------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|--|
|                                  |                   |                             |                   |             | MATCHED           |          | UNMATCHED | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |  |
|                                  |                   |                             |                   |             | Actual<br>(7)     | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
| WARSAW                           |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                                  | STANSTED          | AIR POLONIA                 | S                 | A           | 27                | 0        | 0         | 96                         | 0                | 4                | 0                      | 0                      | 0                       | 4                          | 0                   | 0                          | 0                        |  |
|                                  | STANSTED          | AIR POLONIA                 | S                 | D           | 27                | 0        | 0         | 78                         | 15               | 4                | 0                      | 4                      | 0                       | 19                         | 0                   | 0                          | 0                        |  |
|                                  | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | A           | 93                | 0        | 0         | 80                         | 8                | 6                | 5                      | 1                      | 0                       | 13                         | 90                  | 8                          | 92                       |  |
|                                  | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | D           | 93                | 0        | 0         | 78                         | 13               | 3                | 4                      | 1                      | 0                       | 12                         | 87                  | 8                          | 92                       |  |
|                                  | HEATHROW          | LOT-POLISH AIRLINES         | S                 | A           | 93                | 0        | 0         | 66                         | 16               | 13               | 5                      | 0                      | 0                       | 16                         | 80                  | 10                         | 92                       |  |
|                                  | HEATHROW          | LOT-POLISH AIRLINES         | S                 | D           | 93                | 0        | 0         | 81                         | 11               | 8                | 1                      | 0                      | 0                       | 9                          | 86                  | 9                          | 92                       |  |
|                                  | MANCHESTER        | LOT-POLISH AIRLINES         | S                 | A           | 27                | 0        | 0         | 96                         | 4                | 0                | 0                      | 0                      | 0                       | 2                          | 92                  | 5                          | 26                       |  |
|                                  | MANCHESTER        | LOT-POLISH AIRLINES         | S                 | D           | 27                | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 0                          | 96                  | 5                          | 26                       |  |
| <b>TOTAL WARSAW</b>              |                   |                             |                   |             | <b>481</b>        | <b>1</b> | <b>0</b>  | <b>80</b>                  | <b>10</b>        | <b>6</b>         | <b>3</b>               | <b>1</b>               | <b>0</b>                | <b>11</b>                  | <b>87</b>           | <b>8</b>                   | <b>8</b>                 |  |
| WASHINGTON (DULLES)              |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                                  | MANCHESTER        | BMI BRITISH MIDLAND         | S                 | A           | 26                | 0        | 0         | 85                         | 0                | 4                | 12                     | 0                      | 0                       | 12                         | 0                   | 0                          | 0                        |  |
|                                  | MANCHESTER        | BMI BRITISH MIDLAND         | S                 | D           | 26                | 0        | 0         | 69                         | 15               | 8                | 8                      | 0                      | 0                       | 15                         | 0                   | 0                          | 0                        |  |
|                                  | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | A           | 93                | 0        | 0         | 92                         | 5                | 0                | 1                      | 1                      | 0                       | 6                          | 89                  | 12                         | 62                       |  |
|                                  | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | D           | 93                | 0        | 0         | 76                         | 14               | 8                | 1                      | 1                      | 0                       | 13                         | 72                  | 23                         | 60                       |  |
|                                  | HEATHROW          | UNITED AIRLINES             | S                 | A           | 93                | 0        | 0         | 68                         | 22               | 5                | 5                      | 0                      | 0                       | 14                         | 90                  | 7                          | 93                       |  |
|                                  | HEATHROW          | UNITED AIRLINES             | S                 | D           | 93                | 0        | 1         | 74                         | 15               | 5                | 5                      | 0                      | 0                       | 13                         | 95                  | 6                          | 93                       |  |
|                                  | HEATHROW          | VIRGIN ATLANTIC AIRWAYS LTD | S                 | A           | 31                | 0        | 0         | 65                         | 23               | 10               | 3                      | 0                      | 0                       | 16                         | 71                  | 15                         | 31                       |  |
|                                  | HEATHROW          | VIRGIN ATLANTIC AIRWAYS LTD | S                 | D           | 31                | 0        | 0         | 48                         | 16               | 29               | 6                      | 0                      | 0                       | 22                         | 84                  | 6                          | 31                       |  |
| <b>TOTAL WASHINGTON (DULLES)</b> |                   |                             |                   |             | <b>486</b>        | <b>0</b> | <b>1</b>  | <b>75</b>                  | <b>14</b>        | <b>7</b>         | <b>4</b>               | <b>0</b>               | <b>0</b>                | <b>13</b>                  | <b>86</b>           | <b>11</b>                  | <b>11</b>                |  |
| WATERFORD                        |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                                  | LUTON             | AER ARRAN                   | S                 | A           | 31                | 0        | 0         | 94                         | 6                | 0                | 0                      | 0                      | 0                       | 2                          | 0                   | 0                          | 0                        |  |
|                                  | LUTON             | AER ARRAN                   | S                 | D           | 31                | 0        | 0         | 97                         | 3                | 0                | 0                      | 0                      | 0                       | 3                          | 0                   | 0                          | 0                        |  |
| <b>TOTAL WATERFORD</b>           |                   |                             |                   |             | <b>62</b>         | <b>0</b> | <b>0</b>  | <b>95</b>                  | <b>5</b>         | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>2</b>                   | <b>0</b>            | <b>0</b>                   | <b>0</b>                 |  |
| WEST PALM BEACH                  |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
| WICK                             |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
| <b>TOTAL WICK</b>                |                   |                             |                   |             | <b>2</b>          | <b>0</b> | <b>0</b>  | <b>100</b>                 | <b>0</b>         | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>0</b>                   | <b>0</b>            | <b>0</b>                   | <b>0</b>                 |  |



ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: Y

| ORIGIN / DESTINATION | REPORTING AIRPORT | AIRLINE | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |           | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  |                   |                      | MAR 2003      |                      |                    |  |  |  |
|----------------------|-------------------|---------|----------------|----------|-------------------|-----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|--|--|--|
|                      |                   |         |                |          | MATCHED           | UNMATCHED | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |  |  |  |
|                      |                   |         |                |          | Actual (7)        | Plan (8)  |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |  |  |
| YEREVAN              |                   |         |                |          |                   |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |  |  |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR MARCH 2004

Origin / Destinations: Z

| ORIGIN / DESTINATION | REPORTING AIRPORT | AIRLINE                         | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         | MAR 2003                   |                     |                            |                          |
|----------------------|-------------------|---------------------------------|-------------------|-------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|
|                      |                   |                                 |                   |             | MATCHED           |          | UNMATCHED | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |
|                      |                   |                                 |                   |             | Actual<br>(7)     | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |
| ZAGREB               | HEATHROW          | CROATIA AIRLINES                | S                 | A           | 32                | 0        | 0         | 63                         | 16               | 16               | 6                      | 0                      | 0                       | 22                         | 74                  | 9                          | 31                       |
|                      | HEATHROW          | CROATIA AIRLINES                | S                 | D           | 32                | 0        | 0         | 63                         | 19               | 9                | 6                      | 3                      | 0                       | 22                         | 74                  | 13                         | 31                       |
| <b>TOTAL ZAGREB</b>  |                   |                                 |                   |             | <b>64</b>         | <b>0</b> | <b>0</b>  | <b>63</b>                  | <b>17</b>        | <b>13</b>        | <b>6</b>               | <b>2</b>               | <b>0</b>                | <b>22</b>                  | <b>81</b>           | <b>8</b>                   | <b>8</b>                 |
| ZURICH               | MANCHESTER        | BRITISH AIRWAYS CITIEXPRESS LTD | S                 | A           | 58                | 0        | 0         | 72                         | 19               | 7                | 2                      | 0                      | 0                       | 11                         | 0                   | 0                          | 0                        |
|                      | MANCHESTER        | BRITISH AIRWAYS CITIEXPRESS LTD | S                 | D           | 58                | 0        | 0         | 88                         | 7                | 3                | 2                      | 0                      | 0                       | 5                          | 0                   | 0                          | 0                        |
|                      | HEATHROW          | BRITISH AIRWAYS PLC             | S                 | A           | 181               | 0        | 0         | 70                         | 13               | 14               | 3                      | 0                      | 0                       | 13                         | 74                  | 12                         | 179                      |
|                      | HEATHROW          | BRITISH AIRWAYS PLC             | S                 | D           | 181               | 0        | 0         | 67                         | 20               | 10               | 2                      | 0                      | 0                       | 13                         | 82                  | 10                         | 179                      |
|                      | EDINBURGH         | DUO AIRWAYS LTD                 | S                 | A           | 27                | 0        | 0         | 44                         | 26               | 26               | 4                      | 0                      | 0                       | 22                         | 0                   | 0                          | 0                        |
|                      | EDINBURGH         | DUO AIRWAYS LTD                 | S                 | D           | 27                | 0        | 0         | 52                         | 33               | 11               | 4                      | 0                      | 0                       | 19                         | 0                   | 0                          | 0                        |
|                      | GATWICK           | EASYJET AIRLINE COMPANY LTD     | S                 | A           | 54                | 0        | 0         | 78                         | 7                | 9                | 6                      | 0                      | 0                       | 11                         | 76                  | 10                         | 62                       |
|                      | GATWICK           | EASYJET AIRLINE COMPANY LTD     | S                 | D           | 53                | 1        | 0         | 77                         | 15               | 6                | 2                      | 0                      | 0                       | 13                         | 81                  | 11                         | 62                       |
|                      | LUTON             | EASYJET AIRLINE COMPANY LTD     | S                 | A           | 89                | 3        | 3         | 70                         | 16               | 10               | 3                      | 0                      | 1                       | 23                         | 77                  | 11                         | 61                       |
|                      | LUTON             | EASYJET AIRLINE COMPANY LTD     | S                 | D           | 92                | 0        | 0         | 71                         | 14               | 12               | 3                      | 0                      | 0                       | 15                         | 77                  | 13                         | 61                       |
|                      | BIRMINGHAM        | SWISS AIRLINES                  | S                 | A           | 88                | 0        | 0         | 77                         | 13               | 8                | 2                      | 0                      | 0                       | 10                         | 71                  | 15                         | 83                       |
|                      | BIRMINGHAM        | SWISS AIRLINES                  | S                 | D           | 86                | 0        | 2         | 77                         | 16               | 3                | 2                      | 1                      | 0                       | 12                         | 76                  | 13                         | 83                       |
|                      | HEATHROW          | SWISS AIRLINES                  | S                 | A           | 215               | 0        | 1         | 67                         | 13               | 14               | 5                      | 0                      | 0                       | 15                         | 76                  | 10                         | 216                      |
|                      | HEATHROW          | SWISS AIRLINES                  | S                 | D           | 214               | 0        | 1         | 73                         | 18               | 6                | 3                      | 0                      | 0                       | 12                         | 85                  | 8                          | 216                      |
|                      | LONDON CITY       | SWISS AIRLINES                  | S                 | A           | 104               | 0        | 0         | 85                         | 9                | 6                | 1                      | 0                      | 0                       | 9                          | 71                  | 14                         | 174                      |
|                      | LONDON CITY       | SWISS AIRLINES                  | S                 | D           | 103               | 0        | 1         | 57                         | 32               | 10               | 1                      | 0                      | 0                       | 16                         | 63                  | 18                         | 174                      |
|                      | MANCHESTER        | SWISS AIRLINES                  | S                 | A           | 62                | 0        | 0         | 85                         | 6                | 8                | 0                      | 0                      | 0                       | 8                          | 68                  | 13                         | 93                       |
|                      | MANCHESTER        | SWISS AIRLINES                  | S                 | D           | 62                | 0        | 0         | 95                         | 2                | 3                | 0                      | 0                      | 0                       | 3                          | 88                  | 6                          | 93                       |
| <b>TOTAL ZURICH</b>  |                   |                                 |                   |             | <b>1754</b>       | <b>5</b> | <b>8</b>  | <b>72</b>                  | <b>15</b>        | <b>9</b>         | <b>3</b>               | <b>0</b>               | <b>0</b>                | <b>13</b>                  | <b>76</b>           | <b>12</b>                  | <b>12</b>                |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - BY AIRPORT FOR MARCH 2004

Reporting Airport: BIRMINGHAM (By Airport)

| ORIGIN / DESTINATION          | NUMBER OF FLIGHTS |            |          | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         | MAR 2003                   |                          |                            |                         |
|-------------------------------|-------------------|------------|----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                               | MATCHED           | UNMATCHED  |          | Early to<br>15 mins        | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                               |                   | Actual (7) | Plan (8) |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| CHARTERED FLIGHTS(ALL ROUTES) | 661               | 13         | 0        | 77                         | 10               | 6                | 6                      | 1                      | 1                       | 21                         | 87                       | 8                          | 740                     |
| SCHEDULED FLIGHTS(ALL ROUTES) | 8645              | 28         | 167      | 81                         | 9                | 5                | 4                      | 1                      | 0                       | 12                         | 81                       | 11                         | 8416                    |
| AIRPORT TOTAL                 | 9306              | 41         | 167      | 81                         | 9                | 5                | 4                      | 1                      | 0                       | 13                         | 82                       | 11                         | 9156                    |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - BY AIRPORT FOR MARCH 2004

Reporting Airport: EDINBURGH (By Airport)

| ORIGIN / DESTINATION          | NUMBER OF FLIGHTS |            |          | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         | MAR 2003                   |                          |                            |                         |
|-------------------------------|-------------------|------------|----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                               | MATCHED           | UNMATCHED  |          | Early to<br>15 mins        | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                               |                   | Actual (7) | Plan (8) |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| CHARTERED FLIGHTS(ALL ROUTES) | 163               | 16         | 0        | 52                         | 26               | 13               | 8                      | 1                      | 1                       | 25                         | 71                       | 15                         | 178                     |
| SCHEDULED FLIGHTS(ALL ROUTES) | 8438              | 74         | 73       | 78                         | 11               | 7                | 4                      | 0                      | 0                       | 11                         | 82                       | 11                         | 7835                    |
| AIRPORT TOTAL                 | 8601              | 90         | 73       | 78                         | 11               | 7                | 4                      | 0                      | 0                       | 12                         | 82                       | 11                         | 8013                    |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - BY AIRPORT FOR MARCH 2004

Reporting Airport: GATWICK (By Airport)

| ORIGIN / DESTINATION          | NUMBER OF FLIGHTS |            |          | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         | MAR 2003                   |                          |                            |                         |
|-------------------------------|-------------------|------------|----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                               | MATCHED           | UNMATCHED  |          | Early to<br>15 mins        | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                               |                   | Actual (7) | Plan (8) |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| CHARTERED FLIGHTS(ALL ROUTES) | 2645              | 60         | 0        | 70                         | 12               | 9                | 6                      | 2                      | 0                       | 23                         | 68                       | 23                         | 3000                    |
| SCHEDULED FLIGHTS(ALL ROUTES) | 14675             | 49         | 145      | 82                         | 9                | 5                | 3                      | 0                      | 0                       | 10                         | 80                       | 12                         | 14914                   |
| AIRPORT TOTAL                 | 17320             | 109        | 145      | 80                         | 10               | 6                | 3                      | 0                      | 0                       | 12                         | 78                       | 14                         | 17914                   |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - BY AIRPORT FOR MARCH 2004

Reporting Airport: GLASGOW (By Airport)

| ORIGIN / DESTINATION          | NUMBER OF FLIGHTS |            |          | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         | MAR 2003                   |                          |                            |                         |
|-------------------------------|-------------------|------------|----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                               | MATCHED           | UNMATCHED  |          | Early to<br>15 mins        | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                               |                   | Actual (7) | Plan (8) |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| CHARTERED FLIGHTS(ALL ROUTES) | 524               | 12         | 0        | 74                         | 9                | 11               | 5                      | 1                      | 0                       | 18                         | 80                       | 13                         | 548                     |
| SCHEDULED FLIGHTS(ALL ROUTES) | 6338              | 29         | 31       | 82                         | 9                | 6                | 3                      | 0                      | 0                       | 10                         | 84                       | 10                         | 6191                    |
| AIRPORT TOTAL                 | 6862              | 41         | 31       | 81                         | 9                | 6                | 3                      | 0                      | 0                       | 10                         | 84                       | 11                         | 6739                    |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - BY AIRPORT FOR MARCH 2004

Reporting Airport: HEATHROW (By Airport)

| ORIGIN / DESTINATION          | NUMBER OF FLIGHTS |            |          | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         | MAR 2003                   |                          |                            |                         |
|-------------------------------|-------------------|------------|----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                               | MATCHED           | UNMATCHED  |          | Early to<br>15 mins        | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                               |                   | Actual (7) | Plan (8) |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| CHARTERED FLIGHTS(ALL ROUTES) | 9                 | 8          | 0        | 44                         | 11               | 33               | 11                     | 0                      | 0                       | 26                         | 57                       | 16                         | 44                      |
| SCHEDULED FLIGHTS(ALL ROUTES) | 39216             | 95         | 132      | 69                         | 15               | 10               | 5                      | 0                      | 0                       | 16                         | 81                       | 11                         | 37918                   |
| AIRPORT TOTAL                 | 39225             | 103        | 132      | 69                         | 15               | 10               | 5                      | 0                      | 0                       | 16                         | 81                       | 11                         | 37962                   |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - BY AIRPORT FOR MARCH 2004

Reporting Airport: LONDON CITY (By Airport)

| ORIGIN / DESTINATION          | NUMBER OF FLIGHTS |            | PERCENTAGE OF FLIGHTS LATE |                     |                  |                  |                        |                        |                         | MAR 2003                   |                          |                            |                         |
|-------------------------------|-------------------|------------|----------------------------|---------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                               | MATCHED           | UNMATCHED  |                            | Early to<br>15 mins | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                               |                   | Actual (7) | Plan (8)                   |                     |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| SCHEDULED FLIGHTS(ALL ROUTES) | 4717              | 62         | 142                        | 82                  | 11               | 4                | 3                      | 0                      | 0                       | 10                         | 80                       | 11                         | 4028                    |
| AIRPORT TOTAL                 | 4717              | 81         | 142                        | 82                  | 11               | 4                | 3                      | 0                      | 0                       | 10                         | 80                       | 11                         | 4028                    |



CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - BY AIRPORT FOR MARCH 2004

Reporting Airport: LUTON (By Airport)

| ORIGIN / DESTINATION          | NUMBER OF FLIGHTS |            |          | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         | MAR 2003                   |                          |                            |                         |
|-------------------------------|-------------------|------------|----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                               | MATCHED           | UNMATCHED  |          | Early to<br>15 mins        | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                               |                   | Actual (7) | Plan (8) |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| CHARTERED FLIGHTS(ALL ROUTES) | 207               | 70         | 0        | 76                         | 10               | 7                | 7                      | 0                      | 0                       | 15                         | 79                       | 19                         | 176                     |
| SCHEDULED FLIGHTS(ALL ROUTES) | 4322              | 32         | 32       | 81                         | 9                | 6                | 3                      | 0                      | 0                       | 10                         | 83                       | 10                         | 4182                    |
| AIRPORT TOTAL                 | 4529              | 102        | 32       | 81                         | 9                | 6                | 3                      | 0                      | 0                       | 10                         | 83                       | 10                         | 4358                    |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - BY AIRPORT FOR MARCH 2004

Reporting Airport: MANCHESTER (By Airport)

| ORIGIN / DESTINATION          | NUMBER OF FLIGHTS |            |          | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         | MAR 2003                   |                          |                            |                         |
|-------------------------------|-------------------|------------|----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                               | MATCHED           | UNMATCHED  |          | Early to<br>15 mins        | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                               |                   | Actual (7) | Plan (8) |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| CHARTERED FLIGHTS(ALL ROUTES) | 2028              | 50         | 0        | 73                         | 11               | 9                | 6                      | 1                      | 0                       | 19                         | 73                       | 21                         | 2233                    |
| SCHEDULED FLIGHTS(ALL ROUTES) | 13500             | 32         | 52       | 81                         | 9                | 6                | 3                      | 0                      | 0                       | 11                         | 86                       | 8                          | 11345                   |
| AIRPORT TOTAL                 | 15528             | 82         | 52       | 80                         | 9                | 7                | 4                      | 0                      | 0                       | 12                         | 83                       | 10                         | 13578                   |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - BY AIRPORT FOR MARCH 2004

Reporting Airport: NEWCASTLE (By Airport)

| ORIGIN / DESTINATION          | NUMBER OF FLIGHTS |            |          | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         | MAR 2003                   |                          |                            |                         |
|-------------------------------|-------------------|------------|----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                               | MATCHED           | UNMATCHED  |          | Early to<br>15 mins        | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                               |                   | Actual (7) | Plan (8) |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| CHARTERED FLIGHTS(ALL ROUTES) | 318               | 1          | 0        | 72                         | 12               | 8                | 7                      | 1                      | 0                       | 17                         | 80                       | 13                         | 327                     |
| SCHEDULED FLIGHTS(ALL ROUTES) | 3355              | 14         | 15       | 81                         | 9                | 7                | 3                      | 0                      | 0                       | 11                         | 82                       | 12                         | 2570                    |
| AIRPORT TOTAL                 | 3673              | 15         | 15       | 80                         | 9                | 7                | 4                      | 0                      | 0                       | 11                         | 82                       | 12                         | 2897                    |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - BY AIRPORT FOR MARCH 2004

Reporting Airport: STANSTED (By Airport)

| ORIGIN / DESTINATION          | NUMBER OF FLIGHTS |            |          | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         | MAR 2003                   |                          |                            |                         |
|-------------------------------|-------------------|------------|----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                               | MATCHED           | UNMATCHED  |          | Early to<br>15 mins        | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                               |                   | Actual (7) | Plan (8) |                            |                  |                  |                        |                        |                         |                            |                          |                            |                         |
| CHARTERED FLIGHTS(ALL ROUTES) | 334               | 20         | 0        | 72                         | 11               | 9                | 5                      | 2                      | 1                       | 22                         | 71                       | 19                         | 476                     |
| SCHEDULED FLIGHTS(ALL ROUTES) | 12977             | 87         | 75       | 82                         | 10               | 6                | 2                      | 0                      | 0                       | 10                         | 77                       | 13                         | 12022                   |
| AIRPORT TOTAL                 | 13311             | 107        | 75       | 81                         | 10               | 6                | 2                      | 0                      | 0                       | 10                         | 76                       | 14                         | 12498                   |