AIRBALTIC CARRIES 99% TRANSFER PASSENGERS ON TIME IN 2017

News / Airlines

The Latvian airline *airBaltic* carried over 900 000 transfer passengers in 2017 out of whom only 1.08% lost their connection due to different circumstances, including delays caused by strikes in European airports and weather conditions.

Laura Vecvanaga-Pu??te, Vice President Ground Operations and Customer Care: "We always strive to improve our service. In 2017, we launched the tail-to-tail initiative, which has enabled us to improve the service level we provide to our transfer passengers. We now appoint a staff member to accommodate every transfer passenger on short connections to their next gate, in that way making the transfer faster and more pleasant to our passengers."

"There are many benefits that passengers can experience when flying the most punctual airline in the world. In 2017, the flight regularity exceeded our internal target at 99.4%. In November, *airBaltic* did not cancel a single flight. We provide world-leading punctuality and reliability and our passengers can count on us," said Laura Vecvanaga-Pu??te.

On January 3, 2018, it was announced that the Latvian airline *airBaltic* has been ranked No 1 globally in punctuality in 2017 by *OAG* analysts, who tracked the performance of a total of

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over 50 million flight records. *airBaltic* has been on the top of the global on-time performance ranking for the past four consecutive years.

airBaltic serves over 60 destinations from its home base in Riga, Latvia. From every one of these locations, *airBaltic* offers convenient connections via Riga to its network spanning Europe, Scandinavia, CIS and the Middle East. In addition, *airBaltic* also offers direct flights from Tallinn and Vilnius.

***airBaltic* in brief:**

airBaltic (AIR BALTIC CORPORATION) is the world's most punctual airlines connecting the Baltic region with 60 destinations in Europe, the Middle East, and the CIS. *airBaltic* is a joint stock company that was established in 1995. Its primary shareholder is the Latvian state, which holds 80.05% of the stock, while Lars Thuesen holds around 20% through his fully-owned Aircraft Leasing 1 SIA. The *airBaltic* fleet consists of 30 aircraft – 7 *Bombardier* CS300, 11 Boeing 737 and 12 *Bombardier* Q400Next Gen. *airBaltic* has received numerous international awards for excellence, innovative services, and achievements in reshaping its business. In 2012, *airBaltic* was ranked by Airlinetrends among the Top 10 airlines globally for innovations. *airBaltic* achieved the best on-time performance globally for three years running in 2014, 2015 and 2017.

14 JANUARY 2018

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