

## 2007 proves a new record year for skyguide

**Geneva, February 20, 2008.** Skyguide managed and monitored 1.23 million flights in 2007. Despite the further steep increase in traffic volumes, 91% of all the flights handled were punctual. At and around airports, however, an increase in delays was seen, for the first time since 2000. According to a customer survey, 69% of all airspace users are either satisfied or very satisfied with skyguide's services.

### Flight movement increases in all areas

Skyguide handled over two million aircraft movements in 2007, the first time this threshold has been exceeded in the history of Swiss air navigation services. The total corresponds to 1.23 million flights or an average of 3 380 flights per day. The traffic volume handled represents a 6.1% increase on prior-year levels. The precise figures for instrument flight rules (IFR) flights:

	2007	2006	06 / 07
Total IFR flights	1 232 439	1 162 078	+ 6.1%
of which en-route traffic	775 533	729 990	+ 6.2%

While skyguide's area control centres saw a 6.0% increase in traffic, Arrival and Departure Control reported 5.1% more volume last year than in 2006. The increase was especially pronounced at Geneva Airport at 9.1%. But Zurich, too, saw growth in traffic levels, for the first time in six years: the 2.4% year-on-year increase to 255 146 movements brought Zurich's traffic back to levels that had not been seen since 2005. The precise figures for flight movements in 2007:

	2007	2006	06 / 07
<b>Area control centres</b>			
Geneva	691 666	640 855	+ 7.9%
Zurich	803 302	768 927	+ 4.5%
<b>Total</b>	<b>1 494 968</b>	<b>1 409 782</b>	<b>+ 6.0%</b>
<b>Arrival/Departure Control</b>			
Bern	13 593	13 695	- 0.7%
Donaueschingen	1 528	1 513	+ 1.0%
Friedrichshafen	17 694	17 566	+ 0.7%
Geneva	173 135	158 667	+ 9.1%
Grenchen	4 363	3 854	+ 13.2%
Les Eplatures	1 177	1 223	- 3.8%
Lugano	10 843	10 524	+ 3.0%
Sion	5 120	3 648	+ 40.4%
St. Gallen Altenrhein	9 587	8 476	+ 13.1%
Zurich	255 146	249 160	+ 2.4%
<b>Total</b>	<b>492 186</b>	<b>468 326</b>	<b>+ 5.1%</b>

### **91% of daily traffic punctual**

Some 91% of all the flights handled by skyguide operated punctually in 2007. Only 9% or an average of 317 flights a day suffered delays. In Europe as a whole, 11% of all daily flights suffered such delays.

Handling flights punctually and efficiently is a key skyguide objective. The company improved its performance here in 2007 in en-route-traffic terms. But airport arrival/departure traffic saw a sizeable increase in delays, for the first time since 2000.

The en-route flights handled by skyguide in 2007 suffered an average delay attributable to the company of 56.4 seconds. The corresponding figure for arrivals and departures was 34.8 seconds. The increase in the latter – from the 19.8 seconds of 2006 – was due to the unexpectedly high additional traffic volumes, capacity problems resulting from airspace sectorisation and personnel shortages. Skyguide is currently making major efforts to rectify those weaknesses that are within its influence and control.

### **Enhanced customer satisfaction**

Skyguide does its utmost to meet its customers' high expectations. With this aim in mind, the company conducted a further Europe-wide user survey last year, its second since 2003. The results revealed a further improvement in customer satisfaction with skyguide and its services: 69% of all airspace users pronounced themselves either "satisfied" or "very satisfied" with the services they receive. Skyguide aims to further improve on this, however. So the company is constantly soliciting feedback from its customers, to address their specific wishes even better than before.

A factsheet with more detailed information, tables and charts is available here:  
[http://www.skyguide.ch/en/MediaRelations/MediaReleases/ArchivedReleases/20\\_02\\_2008\\_performance\\_2007\\_factsheet\\_en.pdf](http://www.skyguide.ch/en/MediaRelations/MediaReleases/ArchivedReleases/20_02_2008_performance_2007_factsheet_en.pdf)

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Skyguide is responsible for the provision of air navigation services within Swiss airspace and in the airspace of certain adjoining regions in neighbouring countries. Skyguide sees the civil and military aircraft that are entrusted to its care – almost 3400 flights every day or over 1.23 million a year – through the busiest and some of the most complex airspace in Europe. Skyguide is a non-profit, limited company under private law with its head office in Geneva. The majority of its shares are held by the Swiss Confederation. The annual turnover of the company exceeds 341 million Swiss francs. Skyguide employs some 1400 people at 14 locations in Switzerland.

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