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WK 3879/2026 INIT

LIMITE

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WORKING DOCUMENT

From:	General Secretariat of the Council
To:	Working Party on Aviation
N° Cion doc.:	ST 7615 2013 INIT
Subject:	Proposal for a Regulation amending Regulation (EC) No 261/2004 establishing common rules on compensation and assistance to passengers in the event of denied boarding and of cancellation or long delay of flights and Regulation (EC) No 2027/97 on air carrier liability in respect of the carriage of passengers and their baggage by air - Non-paper from the Commission

In the view of the Working Party on Aviation on 12 March 2026, delegations will find, in annex, a non-paper from the Commission on the above-mentioned subject.

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NON-PAPER ON AVAILABLE DATA IN SUPPORT OF THE INTER-INSTITUTIONAL NEGOTIATIONS ON THE REVISION OF REGULATION (EC) NO 261/2004

The Commission services have been asked to provide evidence to the co-legislators on the implications of the different options for the right to compensation considered in the interinstitutional negotiations on the revision of Regulation (EC) No 261/2004. This non-paper collects the existing data on several aspects regarding the right to compensation on which the co-legislators have very divergent views. An Excel tool to calculate the cumulated costs of different cost elements described below is being developed which can be used by the Commission as well as the co-legislators.

The co-legislators are considering several changes to the current right to compensation which have an impact on the protection of passengers and on the financial burden of the airlines.

- **Thresholds:** Increasing the thresholds from 3h to 4h would entail a reduction of compensation costs for long delays by 50% for airlines but also reduce the cases in which passengers can receive compensation by 50%.
- The introduction of **pre-filled forms** which airlines have to send automatically to the passenger to request compensation in case of delays or cancellation could increase the passenger **claim rate** for compensation. The study commissioned by the European Commission ⁽¹⁾ estimated the claim rate for compensation to be 38% in 2018. Passengers are meanwhile more aware of their rights: according to the last Eurobarometer studies, the awareness of air passenger rights increased, 2024 compared with 2019, from 14% to 30%. ⁽²⁾ For passengers who used air transport in the 12 months prior to each survey, less than 30% were aware of their rights in 2019 while this number rose to 44% in 2024. ⁽³⁾ In addition, some airlines offer an easier digital way to request reimbursement or compensation, e.g. via their app. For these reasons, the claim rate may be slightly higher meanwhile, potentially around 45-50%. The cost per passenger was in 2019 €4.4 ⁽⁴⁾ – currently €5 according to airline industry associations. ⁽⁵⁾ The cost per passenger could increase to €8.71 in 2030, €9.03 in 2040, and €9.47 in 2050 ⁽⁶⁾ under the current thresholds if the claim rate rises to 100% (probably it will be rather around 90%, because not all passengers will

⁽¹⁾ Study on the current level of protection of air passenger rights in the EU, 2020, p. 221, point 9.18. The Study explains in page 31 that it estimates the “successful claim rate”.

⁽²⁾ Passenger rights - January 2020 - Eurobarometer survey – QB2: *Are you aware that the EU has established passenger rights for the following modes of transport? (YES, FOR AIR TRANSPORT: 14%).* Passenger rights - July 2024 - Eurobarometer survey – QA2: *To what extent do you feel informed about the following (EU27) (%)? (Passenger rights for air transport: 5% very well informed, 25% fairly well informed)*

⁽³⁾ Passenger rights - January 2020 - Eurobarometer survey, p. 26; Passenger rights - July 2024 - Eurobarometer survey, p. 18.

⁽⁴⁾ Study on the current level of protection of air passenger rights in the EU, 2020, 2019 costs, p. 31.

⁽⁵⁾ IATA, A4E and ERA, position paper on the Revision of Regulation 261 / 2004, p. 1.

⁽⁶⁾ Calculations made with the data available in the 2023 Impact Assessment SWD(2023)386, EUR-Lex - 52023SC0386 - EN - EUR-Lex, Annex 4, p. 31.

request a compensation). This could have the side effect that passengers may not need to refer their cases to the same extent as currently to so-called **claim agencies** or legal tech companies which take up to 50% of the compensation.⁽⁷⁾ Passengers could then receive 100% of their compensation and not only a part of it if airlines comply then with their obligation to pay compensations in case they are due. There will be most probably still cases where the airline and the passenger disagree whether a compensation is due, but a smoother process for requesting compensations should at least facilitate that passengers entitled to compensation can receive it.

- **Extraordinary circumstances:** The definition of extraordinary circumstances (see list in the draft Annex I of the Regulation (EC) No 261/2004) has repercussions on how often airlines may be exempted from paying compensation.
- Especially three cases are under discussion between the co-legislators: the scope of technical issues and whether strikes by own staff/ground handlers or sickness/death of the crew should be considered an extraordinary circumstance. The next table shows the occurrence of such events, according to data from Eurocontrol (see Annex II for more information).

AVERAGE OCCURRENCE OF EACH DELAY/CANCELLATION CAUSE (2023-2025) ⁽⁸⁾	DELAYS	OPERATIONAL CANCELLATIONS
Technical issues	3.39% [IATA Delay codes 41, 42, 43, 44, 45, 46, 47, and 58]	8.39% [IATA SSIM code 'TECH']
Crew shortage (including sickness/death)	0.52% [IATA Delay codes 64 and 67]	2.37% [IATA SSIM code 'CREW']
Industrial action within own airline	0.01% [IATA Delay code 97]	8.53% (data for all industrial actions, not only within own airline) [IATA SSIM code 'INDU']

- The data in the table above show that, when an operational cancellation occurs, it is more often caused by **technical issues** than, for example, crew shortages.
- It must be noted that Eurocontrol offers no specific data on **crew sickness/death**: these events are included in the crew shortage category, but the occurrence of such events are in any case very low.
- On operational *cancellations* due to **strikes**, the IATA SSIM codes to assign causes of operational cancellations combine all industrial actions, not only those within the

⁽⁷⁾ EU passenger rights are comprehensive but passengers still need to fight for them. European Court of Auditors 2018, p. 30.

⁽⁸⁾ See details regarding the CODA codes used for these three categories below on Annex II.

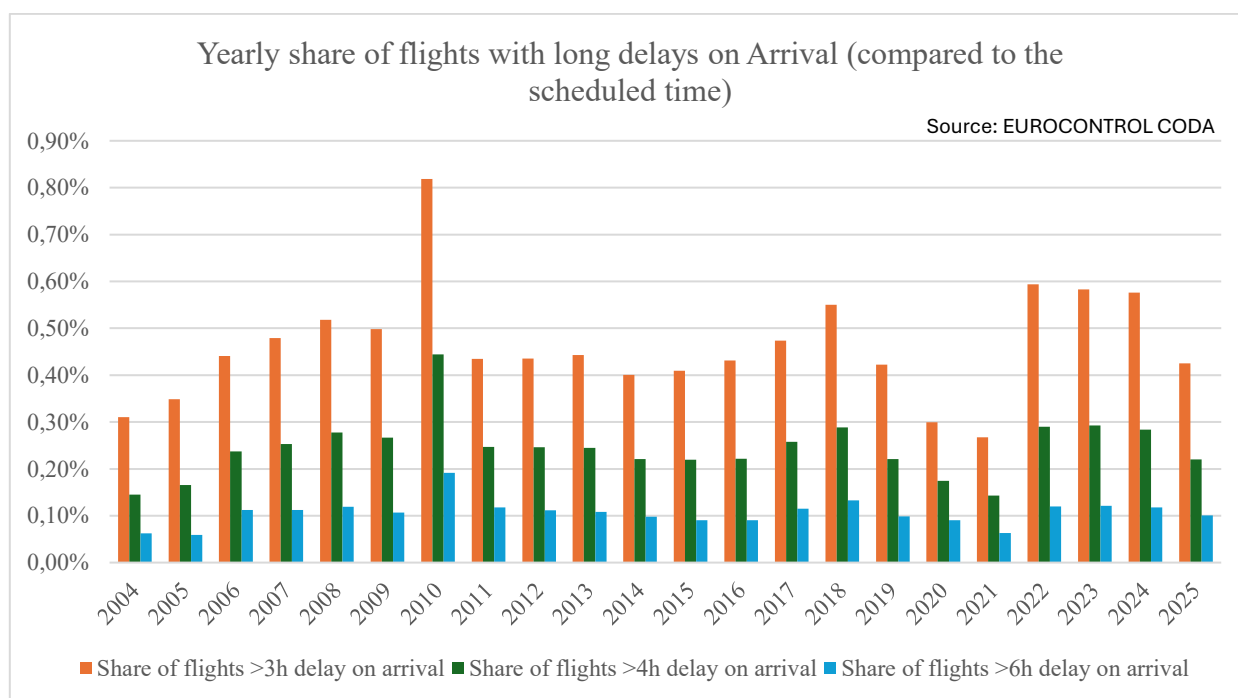
own airline. Therefore, the Eurocontrol data does not split between the two categories.

- On the other hand, it has to be noted that in some cases the airlines do not specify to Eurocontrol the exact reasons for delays and operational cancellations: in the past three years 19.5% of reasons for operational cancellations were classified as ‘unknown’ (see Annex II). For delays, IATA delay code 99 (miscellaneous) was marked as the delay cause for 2.04% of flights in 2025. This means that the data regarding the reasons for cancellations have a high degree of uncertainty. In the 2020 study it was calculated that, according to the information provided by airlines, between 10% and 25% of cancellations were due to crew shortages and 30% to 50% were due to technical issues. ⁽⁹⁾
- The cost per minute of delay for all tactical delays is €166 at gate and €182 while taxiing in/out. ⁽¹⁰⁾

In more detail:

1. Data on thresholds (see Annex I for more information)

- Yearly share of **delayed flights** of more than 3 hours: 0.3%-0.6% of total flights (2004-2024). In the past years, this level has been on the 0.4% - 0.6% range.
 - o In 2025, the share of long delays on arrival compared to the scheduled time was the following:
 - >3 hours delay on arrival: 0.43%
 - >4 hours delay on arrival: 0.22%
 - >6 hours delay on arrival: 0.10%



⁽⁹⁾ Study on the current level of protection of air passenger rights in the EU, 2020, p. 15.

⁽¹⁰⁾ 16 Cost of delay – EUROCONTROL Standard Inputs for Economic Analyses.

Looking at this historical data, the number of flights delayed by 4 hours is around 50% lower than the flights delayed by 3 hours [see Annex I for more detailed statistics].

As such, it can be inferred that **an extension in the thresholds from the current 3h to 4h would entail a reduction of 50% in passengers covered by Regulation (EC) No 261/2004 in case of delays, and therefore a 50% reduction in delay compensation costs.**⁽¹¹⁾

This reduction in compensation costs for airlines might be balanced out by the introduction of pre-filled forms, which would likely increase the claim rate: as claims will be easier to make, more passengers will request compensation. Passengers could then receive 100% of their compensation and not only a part of it if airlines comply then with their obligation to pay compensations in case they are due. There will be most probably still cases where the airline and the passenger disagree whether a compensation is due, but a smoother process for requesting compensations should at least facilitate considerably that passengers entitled to compensation can receive it.

2. Data on the claim rate, the impact of pre-filled forms, and costs.

The current claim rate could be estimated to be 45-50%. In case of pre-filled forms, this rate is expected to go up to around 90%. In this non-paper, an estimation of a 100% claim rate for compensation will be used to understand the maximum potential impact of the introduction of pre-filled forms.

The following information has been gathered regarding claim rates:

- In 2011, 8% of eligible passengers claimed compensation. ⁽¹²⁾
- In 2018, 38% of eligible passengers claimed compensation. ⁽¹³⁾
- There is a disparity between claim rates for cancellations and delays. In 2018, close to 60% of eligible passengers affected by delays claimed compensation, as opposed to under 20% affected by cancellations. ⁽¹⁴⁾

This note takes as a proxy that, with the introduction of pre-filled forms, claim rates for delays will double to 100% for the sake of calculating the maximum impact. Most probably, not all passengers will claim their rights, so the claim rate may also vary between 80 - 90 %. Claim rates for cancellations could double to 40% if pre-filled forms are introduced.

Rates of operational cancellations

- Yearly share of **operational cancellations**¹⁵: 1.5%-2.3% in the past 10 years. In the post-COVID years, this level has been on the 2.1%-2.3% range.
 - o In 2025, the share of operational cancellations was 1.73%.

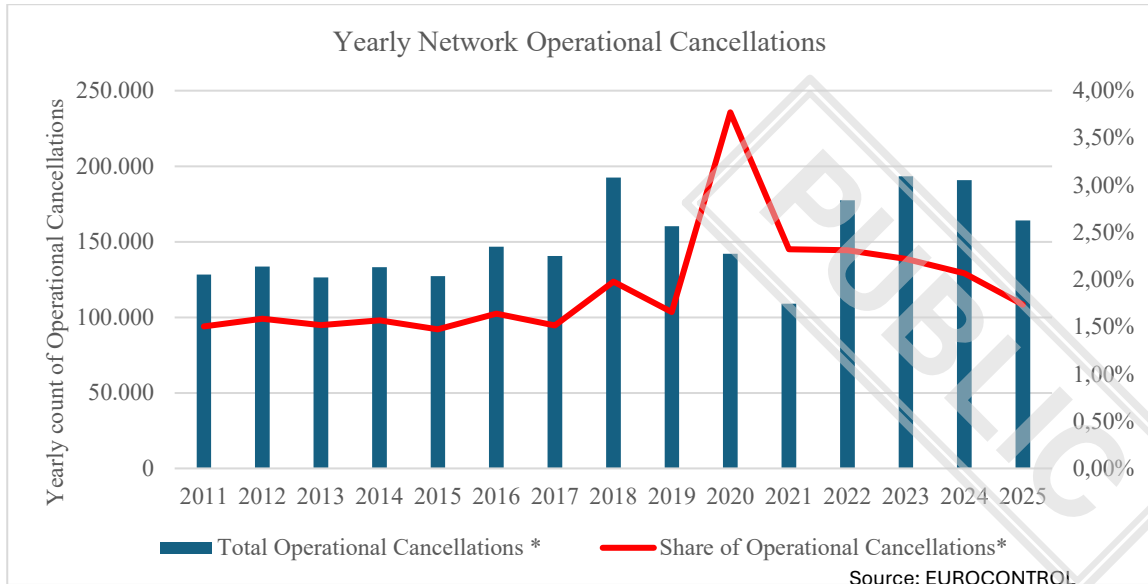
⁽¹¹⁾ This calculation aligns with Lennoc's findings for BEUC in June 2025, showing that a flat 4-hour threshold would lead to a 52% reduction in the number of passengers eligible for delay compensation. EU revisions 261 BEUC version, p. 4.

⁽¹²⁾ Study on the current level of protection of air passenger rights in the EU, 2020, page 218.

⁽¹³⁾ Study on the current level of protection of air passenger rights in the EU, 2020, page 218.

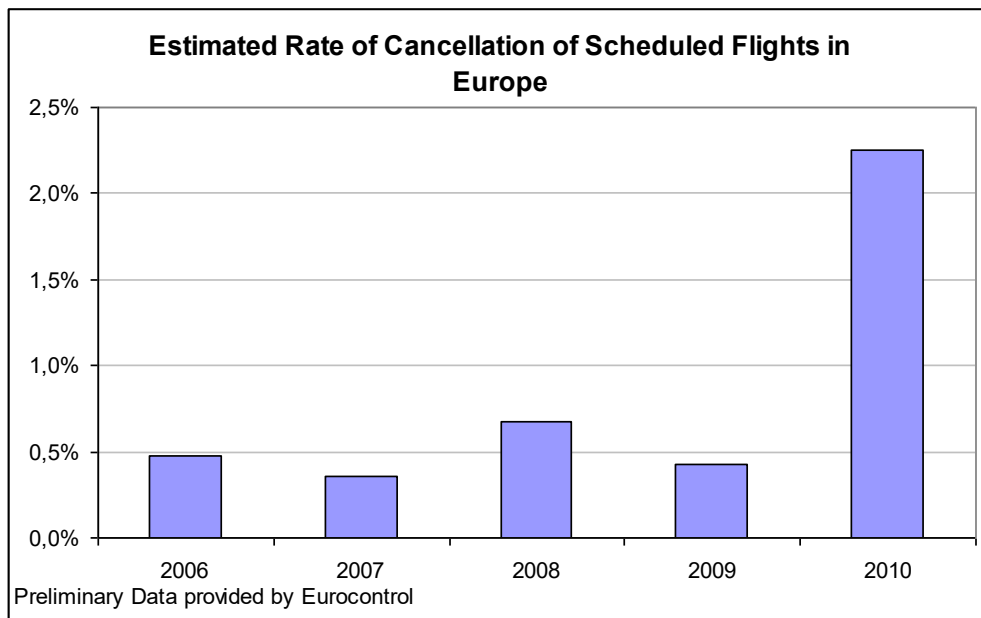
⁽¹⁴⁾ Study on the current level of protection of air passenger rights in the EU, 2020, page 218.

⁽¹⁵⁾ Operational cancellations are those in which the flight received an airport slot and was confirmed by the air carrier or was contained in the daily list of flight schedules produced by the airport operator the day before of operations, but for which the actual landing or take-off never occurred (Commission Implementing Regulation (EU) No 390/2013, Annex V).



The overall schedule delay situation also significantly improved in 2025 compared to 2024 (in the years prior for that matter). The average departure schedule delay in ECAC was 14.7mins/flight in 2025, down from 17.5mins/flight in 2024.

In the 2011 SWD *SEC(2011) 428*, the graph below showed the proportion of cancelled flights for the years 2006 to 2010. The graph was based on estimates by Eurocontrol (comparison of published schedules with recorded scheduled flights). When it was published, it was noted that such estimates were object to a more significant error margin than the data on delays, but give an idea of the order of magnitude of flight cancellations, which was around 0.5% of the scheduled flights:



Calculations and forecasts

The European Commission received data on the current cost of the Regulation from the contractor that supported the Commission's 2023 Impact Assessment accompanying the proposals for enforcement of passenger rights and passenger rights in the context of

multimodal journeys. The Commission has gathered data on the potential costs of the Regulation with and without the introduction of pre-filled forms:

a) Current costs of the Regulation: current thresholds, no pre-filled forms

The forecast below, made by the contractor, is done using Scenario 3 in the 2020 study, in which passenger claim rates are 38% and airlines comply with the Regulation at a 85% level of compliance for compensation payments. ⁽¹⁶⁾

Air EUR million	261-related cost per passenger (2020 Study's Scenario 3 – current costs, 38% claim rate and 85% compliance)								
	2018	2019	2020	2025	2030	2035	2040	2045	2050
Compensation	2258	2,410	880	2,410	2,753	3,044	3,320	3,604	3,868
Care	932	995	363	995	1,136	1,256	1,370	1,488	1,597
Reimbursement/ Re-routing	1787	1,907	697	1,907	2,179	2,409	2,627	2,852	3,062
Mishandled baggage	302	322	118	322	368	407	444	482	517
Total	5,279	5,634	2,058	5,634	6,436	7,116	7,762	8,426	9,044
Total passengers (million)	1,121	970	210	970	1,058	1,152	1,231	1,292	1,367
Total Regulation cost per passenger (EUR)	4.4	5.8	9.8	5.8	6.1	6.2	6.3	6.5	6.6
Compensation cost per passenger	2.01	2.48	4.19	2.48	2.60	2.64	2.70	2.79	2.83

b) Potential costs of the Regulation under the current thresholds if pre-filled forms are introduced

In the 2023 Impact Assessment, the contractor made an assessment of the costs for airlines due to cancellations and delays, including compensation, care and assistance, reimbursement and re-routing. ⁽¹⁷⁾ This analysis was done considering a 100% claim rate and 100% compliance from airlines – as confirmed to the Commission by the contractor. This data can be used to foresee the maximum cost of the Regulation under the current thresholds if pre-filled forms are introduced, as this would increase the claim rate.

Using the data provided by the contractor and based on Tables 38 and 40 of the 2023 Impact Assessment,⁽¹⁸⁾ as well as the database used for the analysis shared by the contractor, a 100% claim rate (and 100% compliance from airlines, Scenario 1 in the 2020 study)⁽¹⁹⁾ would entail the total costs and cost per passenger outlined below, under the current 3-hour threshold. The table below also includes the total delay compensation costs and the total cancellation compensation costs.

⁽¹⁶⁾ Study on the current level of protection of air passenger rights in the EU, 2020, pp. 39, 87, and 264.

⁽¹⁷⁾ EUR-Lex - 52023SC0386 - EN - EUR-Lex, table 40, Annex 4, p. 31.

⁽¹⁸⁾ Impact assessment SWD(2023)386, <https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:52023SC0386> tables 38 and 40. Annex 4, pp. 30 and 31.

⁽¹⁹⁾ Study on the current level of protection of air passenger rights in the EU, 2020, p. 86.

It must be noted that the years in the table below are limited to those included in Table 40 of the Impact Assessment. In addition, the contractor offered no data on the costs of mishandled baggage. The costs of care, reimbursement, and re-routing have not been included for simplification purposes:

Air EUR million	261-related cost per passenger (2020 Study's Scenario 1, maximum costs – 100% claim rate and 100% compliance)					
	2019	2020	2025	2030	2040	2050
Total costs related to cancellations and delays (EUR million) (Table 40 Impact Assessment).	8,067	2,947	8,067	9,216	11,114	12,950
Total number of passengers travelling by air (million) (Table 38 Impact Assessment)	970	210	970	1,058	1,231	1,367
Total cost per passenger (EUR)	8.31	14	8.31	8.71	9.03	9.47
Total delay compensation costs (EUR million), as provided by the contractor of the 2023 Impact Assessment	1,650	603	1,650	1,885	2,273	2,649
Total delay compensation per passenger	1.70	2.87	1.70	1.78	1.85	1.94
Total cancellation compensation costs (EUR million), as provided by the contractor of the 2023 Impact Assessment	2,712	991	2,712	3,098	3,736	4,353
Total cancellation compensation per passenger	2.80	4.72	2.80	2.93	3.03	3.18
Total compensation costs (EUR million), as provided by the contractor of the 2023 Impact Assessment	4,362	1,593	4,362	4,983	6,009	7,002
Total compensation cost per passenger	4.50	7.59	4.50	4.71	4.88	5.12

c) Thresholds increased to 4 hours, without pre-filled forms

The number of flights delayed by 4 hours is around 50% less than the flights delayed by 3 hours, as explained in section 1 (data on thresholds). As such, it can be expected that the cost of compensation awarded for **delays** will be reduced by half, as 50% less passengers would be covered by the Regulation.

The Commission only has data on the total current costs of compensation for delays and cancellations, but is currently missing granular data on the costs of compensation for delays and cancellations separately under the current claim and compliance rate, which would be needed to calculate the exact cost of the measure.

d) Thresholds increased to 4 hours, with pre-filled forms

If the claim rate for **delay** compensation increases to 100% (with the introduction of pre-filled forms), delay compensation claims would nearly double, neutralising the cost savings from the extended delay thresholds – explained on point c). The costs related to compensation for delays could therefore remain similar to the current costs: less passengers would be covered, but passengers could then receive 100% of their delay compensation and not only a part of it if airlines comply to 100% with their obligation to pay compensations in case they are due. There will be most probably still cases where the airline and the passenger disagree whether a compensation is due, but a smoother process for requesting compensations should at least facilitate considerably that passengers entitled to compensation can receive it.

With the introduction of pre-filled forms, compensation related to **cancellations** could increase. The Commission is currently missing granular data on the costs of compensation for delays and cancellations separately under the current claim and compliance rate, which would be needed to calculate the exact cost of the measure.

3. Data on extraordinary circumstances (see Annex II for more information)

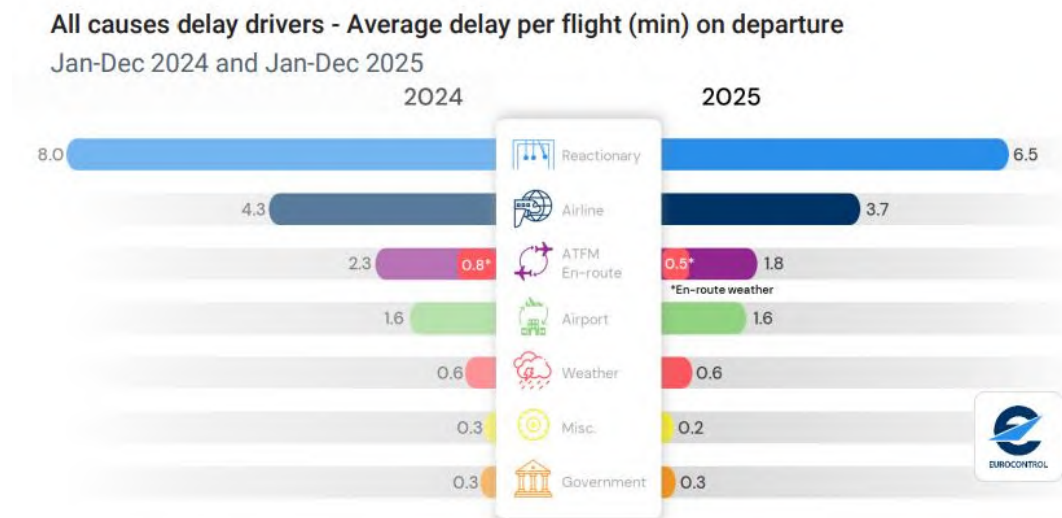
After consulting with Eurocontrol and analysing the provided data, the following causes of delays for all flights are estimated:

- Departure delays due to technical issues.
 - i. General technical issues: this category groups delay codes including aircraft defects, maintenance (scheduled and non-scheduled), spares and maintenance equipment, AOG spares (related to aircraft on ground situations), aircraft change for technical reasons, and general IT system failures on the plane. They represented an average of 3.39% of delays in the period 2023 – 2025.
- Departure delays due to flight deck or cabin crew shortage:
 - i. These include shortages related to sickness, awaiting standby, flight time limitations, crew meals, valid visa, and health documents, among others. They represented an average of 0.52% of delays in the period 2023 – 2025.
- Departure delays due to strikes:
 - i. Industrial action within airlines caused 0.01% of delays in the period 2023 – 2025.

Total sum of each delay category in the past 3 years (2023-2025)				
	2023	2024	2025	Total average
Technical issues [codes 41, 42, 43, 44, 45, 46, 47, and 58]	3.32%	3.50%	3.34%	3.39%
Crew shortage [codes 64 and 67]	0.65%	0.50%	0.39%	0.52%
Industrial action within own airline [code 97]	0.00%	0.01%	0.01%	0.01%

Tactical delays cost airlines (according to data from EUROCONTROL) per minute of delay for all delays €166 at gate and €182 while taxiing in/out.⁽²⁰⁾ The main causes of departure delays for airlines are reactionary delays ⁽²¹⁾, which caused an average 6.5 minutes delay per flight [over 20% of the delays in the recent years (see Code 93 in Annex II for more information)]; airline delays – mostly turnaround/ground handling delays –, which caused an average 3.7 minutes per flight; ATFM en-route delays, which caused 1.8 delay minutes per flight; airport delays, causing 1.6 minutes of delay per flight; and weather delays, which caused 0.6 minutes of delay per flight. ⁽²²⁾

In 2025, delay code 99 (miscellaneous) was marked as the delay cause for only 2.04% of flights (see Annex II).



Regarding operational **cancellations**, in the past three years (2023 – 2025), technical issues were responsible for around 8.4% of the cancellations, industrial disputes caused 8.53% of operational cancellations, and crew shortage caused 2.38% of cancellations. In the same period of time, the cause of 19.5% of cancellations was ‘unknown’, and 21% were due to reactionary delays. ⁽²³⁾

⁽²⁰⁾ 16 Cost of delay – EUROCONTROL Standard Inputs for Economic Analyses.

⁽²¹⁾ Reactionary delays refer to delays caused by late arrival of aircraft, crew, passengers or baggage from previous journeys. [Reactionary delay | Aviation Intelligence Portal](#)

⁽²²⁾ [eurocontrol-european-aviation-overview-20260123-2025-review.pdf](#)

⁽²³⁾ Information provided by Eurocontrol. See Annex II for more details.

In 2025, according to Eurocontrol data, 6.6% of operational cancellations were due to technical issues, and 0.6% were due to aircraft damage. 7% were due to industrial disputes, and 1.4% were due to crew shortage. At the same time, 19.1% of operational cancellations were due to unknown reasons, and 25.8% were caused by reactionary delays. ⁽²⁴⁾

It must be noted that the high rate of ‘unknown cancellations’ could entail a high margin of error in the results shown above. In the 2020 study it was calculated that, according to the information provided by airlines, between 10% and 25% of cancellations were due to crew shortages and 30% to 50% were due to technical issues. ⁽²⁵⁾

4. Data on the cost of the Regulation and cost per passenger

From the 2020 Steer study (considering a 38% claim rate and an 85% compliance rate for airlines)²⁶:

- **Total cost of the Regulation:** €5 billion in 2018, up from €1.5 billion in 2011 (p. 94).
 - **Total cost per passenger in 2018:** €4.4. (total number of passengers in 2018, according to Steer 2020: 1,121 million).
- **Cost for compensation:** €2,258 million in 2018
 - **Total cost per passenger for compensation:** €2,258 million / 1,121 million passengers = €2.01 per passenger.
- **Cost for care and reimbursement/re-routing:** €2.7 billion in 2018 (care: €932 million, reimbursement/re-routing: €1,787 million).
 - **Total cost per passenger for care:** €932 million / 1,121 million passengers = €0.96 per passenger.
 - **Total cost per passenger for reimbursement/re-routing:** €1,787 million / 1,121 million passengers = €1.59 per passenger.
- **Cost for mishandled baggage:** €302 million.
- **Administrative costs:** based on stakeholder inputs, administrative and legal costs were found to be up to 0.6% of the overall cost base in 2018.

From the 2023 Impact Assessment²⁷:

- **Total cost of the Regulation:** €8 billion (predicted) in 2025, €9 billion in 2030, and €12.9 billion in 2050 (p. 31). **[As clarified above: these costs refer to a scenario in which all passengers claim their rights and there is a 100% compliance from operators]**

⁽²⁴⁾ Information provided by Eurocontrol. See Annex II for more details.

⁽²⁵⁾ Study on the current level of protection of air passenger rights in the EU, 2020, p. 15.

⁽²⁶⁾ Study on the current level of protection of air passenger rights in the EU, 2020, p. 264.

⁽²⁷⁾ SWD(2023)387, p. 31.

IATA, A4E and ERA:

- **Total cost per passenger in 2025 in Europe:** €5 in 2025 (see position paper [here](#)).

5. Data on the net-profit margin of airlines

The table below shows the average net-profit margin of airlines operating in Europe (data from [IATA](#), Dec 2025).

Table 8: Regional financial performance

Global airline industry	2019	2020	2021	2022	2023	2024	2025E	2026F
EUROPE								
EBIT, USD billion	10.0	-25.4	-11.2	7.6	16.1	15.8	18.7	19.9
EBIT margin	4.8%	-31.2%	-10.4%	3.9%	6.8%	6.2%	6.8%	6.9%
Net profit, USD billion	6.1	-34.2	-12.5	5.2	11.5	8.9	13.2	14.0
Net profit margin	2.9%	-42.0%	-11.6%	2.7%	4.9%	3.5%	4.8%	4.9%
Per passenger, USD	5.1	-88.5	-24.1	5.5	10.3	7.4	10.6	10.9
RPK growth, %	4.2%	-69.5%	27.5%	103.9%	20.3%	8.7%	5.0%	3.8%
ASK growth, %	3.5%	-62.3%	29.8%	69.6%	16.0%	8.1%	5.1%	3.8%
Load factor, % ASK	85.2%	68.8%	67.6%	81.3%	84.3%	84.8%	84.7%	84.7%
Load factor, % ATK	74.0%	64.4%	65.7%	74.3%	76.0%	76.8%	76.9%	77.0%

Same table, but from the 2024 [IATA](#) report (note that the expected profit in 2025 is higher than forecasted in the 2024 report, 8.9 USD vs. 10.6 USD):

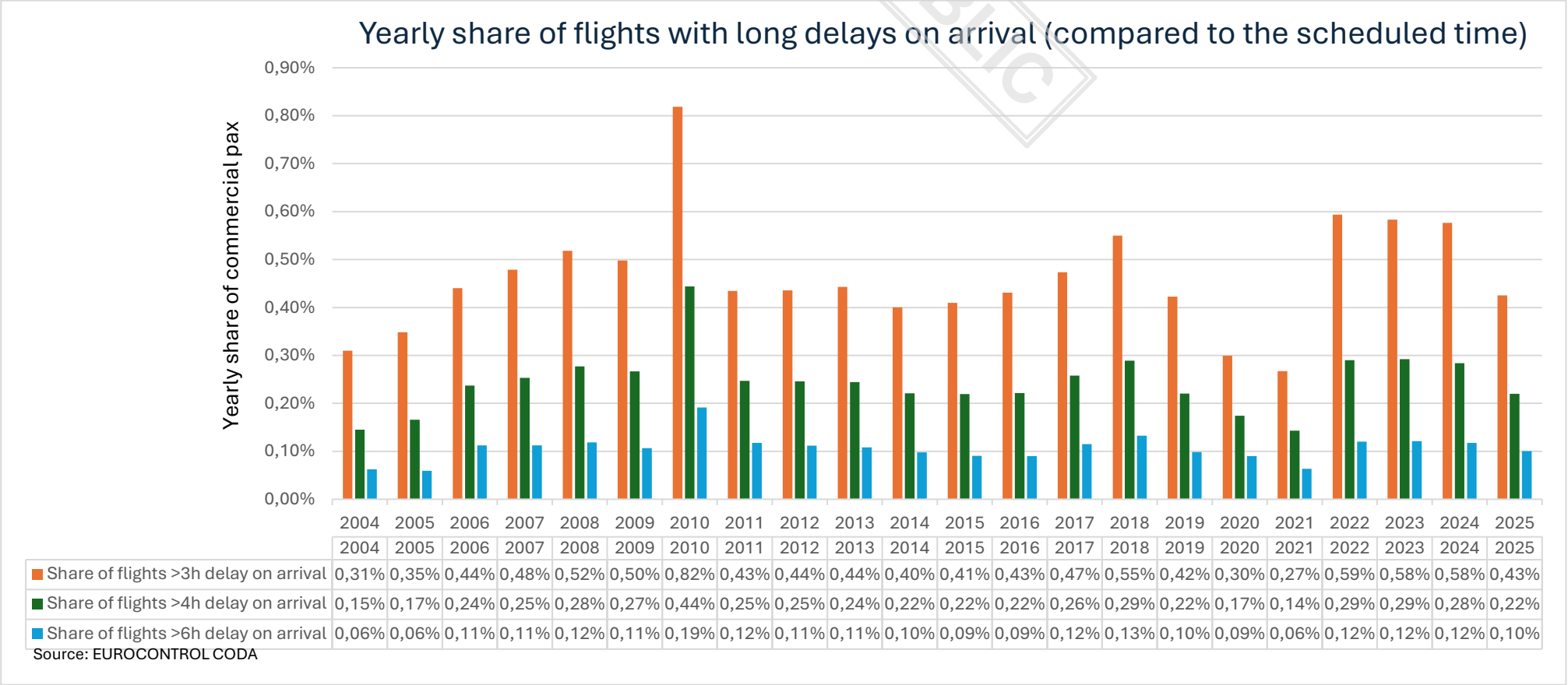
Table 8: Regional financial performance

Global airline industry	2019	2020	2021	2022	2023	2024E	2025F
EUROPE							
EBIT, USD billion	10.0	-25.4	-11.2	7.6	15.5	14.2	17.0
EBIT margin	4.8%	-31.2%	-10.4%	3.9%	6.6%	5.6%	6.5%
Net profit, USD billion	6.1	-34.2	-12.5	5.2	11.0	9.6	11.3
Net profit margin	2.9%	-42.0%	-11.6%	2.7%	4.6%	3.8%	4.3%
Per passenger, USD	5.1	-88.5	-24.1	5.5	9.7	8.0	8.9
RPK growth, %	4.2%	-69.5%	27.5%	103.9%	20.3%	8.8%	6.0%
ASK growth, %	3.5%	-62.3%	29.8%	69.6%	16.0%	8.1%	5.9%
Load factor, % ASK	85.2%	68.8%	67.6%	81.3%	84.3%	84.8%	85.0%
Load factor, % ATK	74.0%	64.4%	65.7%	74.3%	76.0%	76.9%	77.2%

Source: IATA Sustainability and Economics

ANNEX I – Yearly share of flights with long delays and cancellations

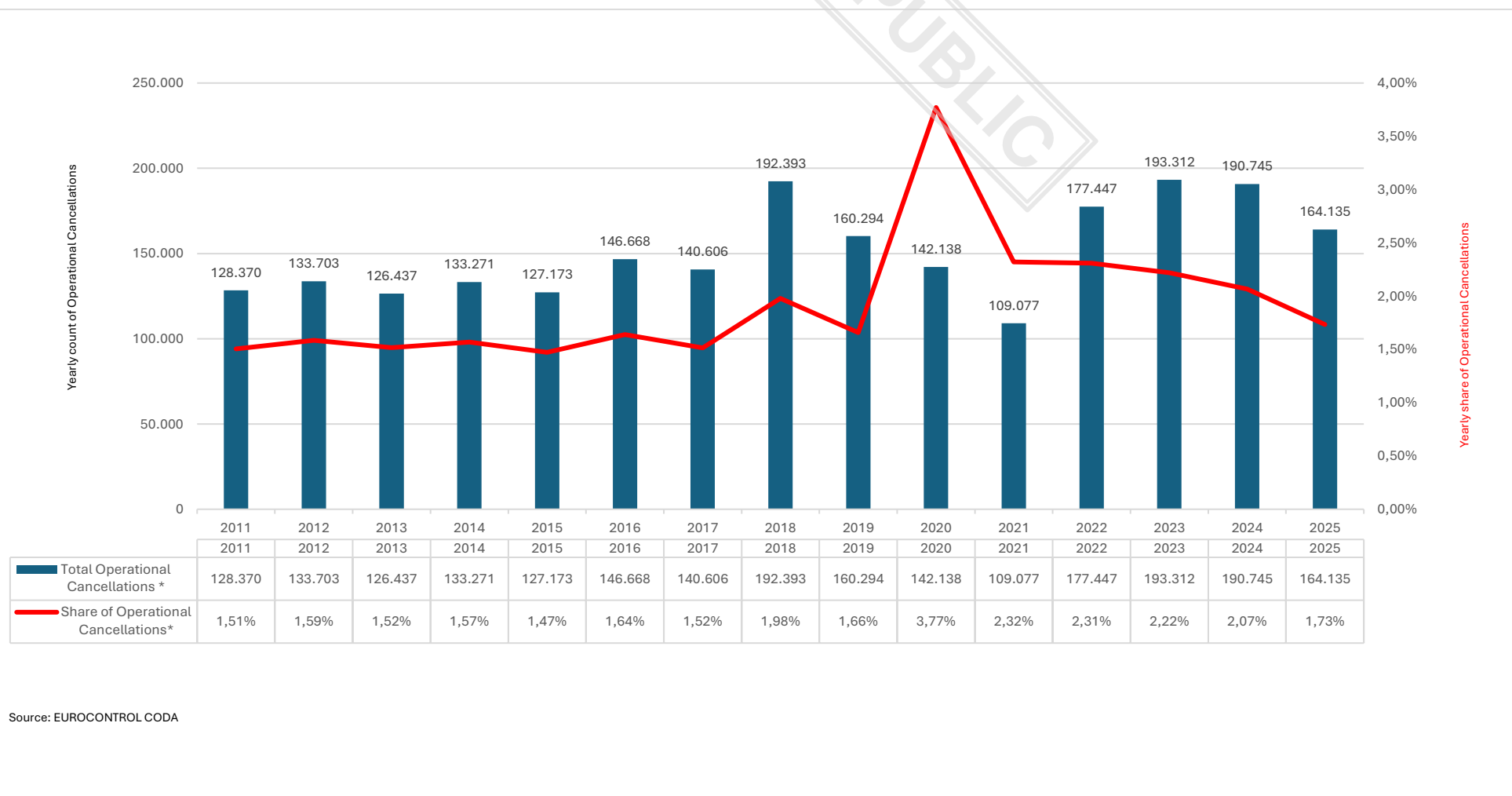
Delays:



Year	Share of long delays on ARRIVAL			Share of long delays on DEPARTURE		
	Share of flights >3h delay on arrival	Share of flights >4h delay on arrival	Share of flights >6h delay on arrival	Share of flights >3h delay on departure	Share of flights >4h delay on departure	Share of flights >6h delay on departure
2004	0.31%	0.15%	0.06%	0.30%	0.13%	0.05%
2005	0.35%	0.17%	0.06%	0.35%	0.16%	0.06%
2006	0.44%	0.24%	0.11%	0.43%	0.22%	0.10%
2007	0.48%	0.25%	0.11%	0.49%	0.25%	0.10%
2008	0.52%	0.28%	0.12%	0.53%	0.28%	0.12%
2009	0.50%	0.27%	0.11%	0.50%	0.26%	0.10%
2010	0.82%	0.44%	0.19%	0.80%	0.44%	0.19%
2011	0.43%	0.25%	0.12%	0.44%	0.25%	0.12%
2012	0.44%	0.25%	0.11%	0.44%	0.24%	0.11%
2013	0.44%	0.24%	0.11%	0.45%	0.25%	0.11%
2014	0.40%	0.22%	0.10%	0.41%	0.23%	0.10%
2015	0.41%	0.22%	0.09%	0.42%	0.22%	0.09%
2016	0.43%	0.22%	0.09%	0.45%	0.23%	0.10%
2017	0.47%	0.26%	0.12%	0.49%	0.27%	0.12%
2018	0.55%	0.29%	0.13%	0.57%	0.29%	0.13%
2019	0.42%	0.22%	0.10%	0.44%	0.22%	0.10%
2020	0.30%	0.17%	0.09%	0.32%	0.18%	0.09%
2021	0.27%	0.14%	0.06%	0.28%	0.15%	0.06%
2022	0.59%	0.29%	0.12%	0.63%	0.30%	0.12%
2023	0.58%	0.29%	0.12%	0.61%	0.30%	0.12%
2024	0.58%	0.28%	0.12%	0.61%	0.30%	0.12%
2025	0.43%	0.22%	0.10%	0.46%	0.23%	0.10%

These numbers correspond to the graph included in the previous page. Data from Eurocontrol.

Operational cancellations:





Year	Network IFR traffic Commercial Pax flights	Share of Operational Cancellations*	Total Operational Cancellations *
2011	8,400,793	1.51%	128,370
2012	8,296,271	1.59%	133,703
2013	8,214,773	1.52%	126,437
2014	8,363,569	1.57%	133,271
2015	8,509,530	1.47%	127,173
2016	8,795,533	1.64%	146,668
2017	9,141,801	1.52%	140,606
2018	9,535,487	1.98%	192,393
2019	9,511,673	1.66%	160,294
2020	3,632,543	3.77%	142,138
2021	4,592,120	2.32%	109,077
2022	7,510,755	2.31%	177,447
2023	8,519,633	2.22%	193,312
2024	9,044,394	2.07%	190,745
2025	9,463,090	1.73%	164,135

* Operational Cancellation definition of the SES Performance Scheme; extrapolated to Network level total flights based on the reported Operational Cancellations at 30 European airports

These numbers correspond to the graph included in the previous page.

Data from Eurocontrol.

ANNEX II – Reasons for long delays and operational cancellations

Operational cancellations:

Operational cancellation reasons	2019	2023	2024	2025	Average 2023 - 2025
UNKNOWN	26.0%	15.0%	24.5%	19.1%	19.53%
ROTA	16.8%	19.1%	18.2%	25.8%	21.03%
WEAT	9.9%	12.4%	10.6%	10.2%	11.07%
TECH (Technical reasons, maintenance, etc.)	11.9%	8.8%	9.8%	6.6%	8.39%
OPER	9.2%	8.8%	9.8%	11.6%	10.07%
OTHER	7.1%	5.9%	8.7%	13.5%	9.37%
INDU (Industrial dispute)	9.5%	12.4%	6.2%	7.0%	8.53%
COMM	2.6%	5.0%	4.3%	1.3%	3.53%
CREW (Crew shortage)	2.3%	2.9%	2.8%	1.4%	2.37%
ARPT	1.9%	7.2%	2.2%	1.7%	3.70%
AIRS	1.4%	1.4%	1.5%	0.7%	1.20%
DAMA (Aircraft damage)	0.7%	0.7%	0.7%	0.6%	0.67%
EQUI	0.2%	0.1%	0.3%	0.1%	0.17%
HDLG	0.1%	0.2%	0.2%	0.1%	0.17%
POLI	0.1%	0.1%	0.1%	0.1%	0.10%
RUNW	0.0%	0.0%	0.1%	0.0%	0.03%
POSI	0.1%	0.0%	0.0%	0.4%	0.13%
FUEL	0.0%	0.0%	0.0%	0.0%	0.00%
PERF	0.0%	0.0%	0.0%	0.0%	0.00%
REPO	0.0%	0.0%	0.0%	0.0%	0.00%

Reasons for operational cancellations, 2019 – 2025. Provided by Eurocontrol. The dataset sent by Eurocontrol included data from the years 2019, 2023, 2024, and 2025.

Explanation of each operational cancellation code:

Annex C - Standard IATA Change Reasons (SSIM Chapter 2)

AIRS	Airspace restrictions
ARPT	Airfield restrictions
COMM	Commercial reasons demand or lack of demand
CREW	Crew shortage
DAMA	Aircraft damage
EQUI	Equipment shortage
FUEL	Fuel shortage
HDLG	Ground handling
HOLI	Holiday
INDU	Industrial dispute
OPER	Operational reasons
PERF	Aircraft performance
POLI	Political situation
POSI	Aircraft positioning
REPO	Aircraft re-positioning
ROTA	Aircraft rotation
RTNS	Return to normal schedule or reinstatement of flight status prior to issuance of ASM(s) (withdrawal of ASM change)
RUNW	Runway restrictions
TECH	Technical reasons, maintenance, etc.
WEAT	Weather conditions

Delays

Share of flights with a reported delay code (network view). Provided by Eurocontrol. ⁽²⁸⁾

Delay Code IATA AHM730	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	Jan-Dec 2025
18	0.53%	0.61%	0.61%	0.58%	0.49%	0.45%	0.47%	0.43%	0.50%	0.48%	0.55%	0.51%	0.54%	0.57%	0.84%	0.50%	0.27%	0.50%	0.88%	0.79%	0.64%	0.51%
19	0.00%	0.01%	0.03%	0.07%	0.13%	0.10%	0.08%	0.24%	0.62%	0.75%	0.96%	1.26%	1.42%	1.73%	1.56%	2.04%	1.07%	1.68%	3.00%	3.21%	3.31%	3.13%
41	1.44%	1.75%	1.74%	1.67%	1.65%	1.57%	1.46%	1.51%	1.47%	1.38%	1.35%	1.35%	1.38%	1.46%	1.59%	1.56%	1.21%	1.19%	1.47%	1.61%	1.82%	1.82%
42	0.10%	0.14%	0.19%	0.18%	0.16%	0.13%	0.13%	0.12%	0.10%	0.08%	0.10%	0.12%	0.11%	0.10%	0.12%	0.12%	0.08%	0.09%	0.13%	0.14%	0.16%	0.15%
43	0.19%	0.22%	0.25%	0.28%	0.30%	0.29%	0.27%	0.25%	0.25%	0.23%	0.22%	0.20%	0.21%	0.22%	0.25%	0.31%	0.25%	0.30%	0.39%	0.45%	0.37%	0.29%
44	0.04%	0.05%	0.05%	0.05%	0.04%	0.03%	0.03%	0.03%	0.03%	0.02%	0.03%	0.03%	0.02%	0.02%	0.02%	0.02%	0.02%	0.02%	0.02%	0.03%	0.02%	0.02%
45	0.01%	0.02%	0.02%	0.02%	0.02%	0.02%	0.02%	0.02%	0.02%	0.02%	0.03%	0.03%	0.01%	0.01%	0.01%	0.01%	0.01%	0.01%	0.02%	0.02%	0.01%	0.01%
46	0.40%	0.47%	0.51%	0.51%	0.51%	0.49%	0.49%	0.49%	0.47%	0.44%	0.41%	0.40%	0.41%	0.46%	0.48%	0.72%	0.59%	0.57%	0.66%	0.76%	0.83%	0.80%
47	0.07%	0.10%	0.13%	0.13%	0.09%	0.06%	0.06%	0.07%	0.07%	0.07%	0.05%	0.07%	0.08%	0.07%	0.06%	0.05%	0.02%	0.02%	0.04%	0.04%	0.03%	0.02%
51	0.06%	0.07%	0.07%	0.07%	0.07%	0.08%	0.09%	0.10%	0.11%	0.11%	0.15%	0.16%	0.16%	0.17%	0.17%	0.21%	0.13%	0.17%	0.18%	0.27%	0.31%	0.35%
52	0.07%	0.07%	0.07%	0.06%	0.07%	0.06%	0.06%	0.06%	0.06%	0.06%	0.06%	0.06%	0.07%	0.07%	0.07%	0.07%	0.05%	0.05%	0.05%	0.06%	0.06%	0.06%
55	0.45%	0.44%	0.45%	0.52%	0.41%	0.33%	0.32%	0.27%	0.32%	0.43%	0.38%	0.44%	0.42%	0.38%	0.30%	0.29%	0.23%	0.32%	0.35%	0.32%	0.28%	0.25%
57	0.02%	0.02%	0.03%	0.03%	0.02%	0.02%	0.03%	0.03%	0.04%	0.03%	0.04%	0.04%	0.04%	0.04%	0.05%	0.04%	0.05%	0.05%	0.08%	0.08%	0.10%	0.07%
58	0.14%	0.17%	0.18%	0.14%	0.14%	0.20%	0.21%	0.17%	0.18%	0.17%	0.20%	0.21%	0.38%	0.36%	0.32%	0.31%	0.21%	0.24%	0.28%	0.28%	0.26%	0.24%
63	0.41%	0.50%	0.55%	0.63%	0.66%	0.57%	0.55%	0.56%	0.57%	0.55%	0.62%	0.64%	0.70%	0.94%	0.87%	0.79%	0.63%	0.68%	0.90%	0.99%	1.00%	0.92%
64	0.14%	0.19%	0.23%	0.23%	0.23%	0.19%	0.27%	0.19%	0.19%	0.16%	0.18%	0.21%	0.27%	0.28%	0.33%	0.27%	0.17%	0.19%	0.44%	0.42%	0.31%	0.23%
65	0.39%	0.44%	0.58%	0.54%	0.49%	0.45%	0.45%	0.42%	0.46%	0.71%	0.85%	0.91%	0.96%	0.79%	0.62%	0.59%	0.52%	0.56%	0.61%	0.67%	0.65%	0.49%
66	0.16%	0.26%	0.32%	0.44%	0.47%	0.31%	0.30%	0.29%	0.34%	0.34%	0.41%	0.42%	0.46%	0.75%	0.73%	0.82%	0.40%	0.49%	1.20%	1.08%	1.09%	0.97%
67	0.09%	0.13%	0.18%	0.17%	0.15%	0.13%	0.16%	0.11%	0.12%	0.12%	0.12%	0.13%	0.16%	0.18%	0.18%	0.17%	0.12%	0.14%	0.36%	0.24%	0.19%	0.16%
68	0.21%	0.27%	0.28%	0.29%	0.30%	0.29%	0.29%	0.26%	0.28%	0.37%	0.37%	0.41%	0.52%	0.48%	0.40%	0.38%	0.27%	0.33%	0.45%	0.47%	0.47%	0.44%
69	0.06%	0.05%	0.11%	0.05%	0.05%	0.07%	0.08%	0.04%	0.03%	0.03%	0.02%	0.02%	0.02%	0.02%	0.02%	0.01%	0.01%	0.02%	0.02%	0.02%	0.01%	0.01%

⁽²⁸⁾ Colour codes added: green – technical issues (excluding damage to the airplane), orange – flight deck crew and cabin crew shortage, blue – industrial action within own airline.

70	0.00%	0.00%	0.00%	0.01%	0.00%	0.00%	0.01%	0.01%	0.00%	0.00%	0.02%	0.02%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
71	0.22%	0.32%	0.28%	0.27%	0.26%	0.30%	0.38%	0.22%	0.26%	0.28%	0.26%	0.26%	0.25%	0.23%	0.26%	0.19%	0.16%	0.17%	0.19%	0.19%	0.17%	0.15%
72	0.05%	0.07%	0.08%	0.08%	0.08%	0.08%	0.10%	0.07%	0.07%	0.08%	0.08%	0.07%	0.06%	0.07%	0.07%	0.05%	0.10%	0.10%	0.09%	0.08%	0.06%	0.05%
73	0.09%	0.15%	0.25%	0.26%	0.40%	0.18%	0.22%	0.27%	0.20%	0.17%	0.21%	0.22%	0.30%	0.02%	0.01%	0.00%	0.00%	0.00%	0.01%	0.01%	0.01%	0.01%
74	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
75	0.61%	0.91%	0.67%	0.47%	0.53%	0.77%	1.42%	0.49%	0.75%	0.91%	0.37%	0.49%	0.58%	0.69%	0.68%	0.55%	0.54%	0.64%	0.60%	0.64%	0.49%	0.45%
76	0.05%	0.08%	0.06%	0.04%	0.04%	0.07%	0.12%	0.03%	0.06%	0.05%	0.03%	0.03%	0.04%	0.05%	0.04%	0.04%	0.03%	0.05%	0.04%	0.04%	0.03%	0.02%
77	0.09%	0.13%	0.17%	0.11%	0.12%	0.23%	0.34%	0.14%	0.17%	0.20%	0.20%	0.20%	0.23%	0.33%	0.37%	0.33%	0.30%	0.24%	0.35%	0.42%	0.44%	0.35%
84	1.20%	1.23%	1.17%	1.26%	1.02%	0.91%	1.17%	1.10%	0.80%	0.73%	0.80%	0.81%	0.88%	0.92%	0.83%	0.68%	0.43%	0.23%	0.41%	0.68%	1.04%	0.90%
85	1.86%	2.09%	2.51%	2.38%	1.86%	1.94%	2.15%	1.96%	1.96%	1.94%	2.11%	2.28%	2.21%	2.33%	2.08%	1.93%	1.37%	2.13%	2.63%	2.15%	1.86%	1.59%
86	0.34%	0.38%	0.43%	0.47%	0.39%	0.42%	0.43%	0.41%	0.41%	0.41%	0.39%	0.40%	0.47%	0.58%	0.48%	0.47%	2.11%	4.78%	1.22%	0.54%	0.51%	0.46%
88	0.16%	0.25%	0.31%	0.27%	0.14%	0.13%	0.11%	0.09%	0.08%	0.08%	0.08%	0.09%	0.17%	0.17%	0.18%	0.07%	0.10%	0.14%	0.09%	0.09%	0.10%	0.09%
89	4.37%	5.33%	5.05%	5.86%	6.65%	6.69%	6.72%	6.88%	7.64%	7.99%	8.89%	9.90%	9.50%	10.38%	10.07%	9.58%	5.79%	7.61%	10.17%	12.66%	11.91%	11.96%
91	1.35%	1.49%	1.53%	1.42%	1.18%	1.04%	1.25%	1.06%	1.13%	1.11%	1.06%	0.94%	1.00%	1.55%	1.55%	1.53%	0.98%	1.48%	1.87%	2.04%	1.50%	1.21%
92	0.13%	0.15%	0.16%	0.18%	0.15%	0.12%	0.14%	0.14%	0.16%	0.17%	0.17%	0.17%	0.16%	0.15%	0.14%	0.08%	0.07%	0.12%	0.09%	0.09%	0.08%	0.06%
93	11.98%	15.18%	16.91%	18.03%	17.77%	15.44%	19.62%	16.06%	15.36%	15.08%	15.98%	16.72%	17.68%	18.79%	21.18%	19.66%	9.45%	13.65%	24.55%	25.13%	24.69%	21.76%
94	0.18%	0.19%	0.23%	0.19%	0.15%	0.11%	0.13%	0.12%	0.12%	0.13%	0.12%	0.15%	0.17%	0.21%	0.18%	0.14%	0.08%	0.13%	0.26%	0.26%	0.18%	0.12%
95	0.58%	0.79%	0.90%	0.79%	0.74%	0.57%	0.70%	0.60%	0.53%	0.52%	0.52%	0.63%	0.72%	0.87%	0.85%	0.79%	0.34%	0.41%	0.86%	0.99%	0.69%	0.53%
96	0.29%	0.41%	0.49%	0.55%	0.53%	0.47%	0.57%	0.50%	0.52%	0.50%	0.48%	0.50%	0.53%	0.66%	0.81%	0.78%	0.54%	0.51%	0.71%	0.76%	1.00%	0.94%
97	0.15%	0.05%	0.07%	0.09%	0.06%	0.04%	0.04%	0.07%	0.04%	0.02%	0.03%	0.03%	0.03%	0.02%	0.02%	0.01%	0.00%	0.02%	0.02%	0.00%	0.01%	0.01%
98	0.12%	0.10%	0.09%	0.09%	0.09%	0.05%	0.09%	0.09%	0.11%	0.08%	0.07%	0.09%	0.06%	0.05%	0.04%	0.07%	0.06%	0.06%	0.06%	0.05%	0.04%	0.05%
99	1.23%	1.61%	1.62%	1.10%	1.03%	3.21%	3.09%	2.57%	2.52%	2.69%	2.61%	2.73%	2.76%	2.54%	2.11%	1.95%	1.89%	1.86%	1.65%	1.88%	1.41%	2.18%

Code 99: Miscellaneous (used when a delay reason cannot be matched to any of the other delay codes). Similar to the ‘unknown’ category for cancellations.

The explanation of each code is included in the next page.

The explanations of each delay code are available on: <https://www.eurocontrol.int/sites/default/files/2025-07/eurocontrol-coda-digest-annual-report-2024.pdf> (page 14, see images below).

9 Annex Standard IATA Delay Codes (AHM 730)

Others

00-05	AIRLINE INTERNAL CODES
06 (OA)	NO GATE STAND AVAILABILITY DUE TO OWN AIRLINE ACTIVITY Including Early Arrivals
09 (SG)	SCHEDULED GROUND TIME LESS THAN DECLARED MINIMUM GROUND TIME

Passenger and Baggage

11 (PD)	LATE CHECK-IN, acceptance after deadline
12 (PL)	LATE CHECK-IN, congestions in check-in area
13 (PE)	CHECK-IN ERROR, passenger and baggage
14 (PO)	OVERSALES, booking errors
15 (PH)	BOARDING, discrepancies and paging, missing checked-in passenger
16 (PS)	COMMERCIAL PUBLICITY PASSENGER CONVENIENCE, VIP, press, ground meals and missing personal items
17 (PC)	CATERING ORDER, late or incorrect order given to supplier
18 (PB)	BAGGAGE PROCESSING, sorting etc.
19 (PW)	REDUCED MOBILITY, boarding, deboarding of passengers with reduced mobility.

Cargo and Mail

21 (CD)	DOCUMENTATION, errors etc.
22 (CP)	LATE POSITIONING
23 (CC)	LATE ACCEPTANCE
24 (CI)	INADEQUATE PACKING
25 (CO)	OVERSALES, booking errors
26 (CU)	LATE PREPARATION IN WAREHOUSE
27 (CE)	DOCUMENTATION, PACKING etc (Mail Only)
28 (CL)	LATE POSITIONING (Mail Only)
29 (CA)	LATE ACCEPTANCE (Mail Only)

Aircraft and Ramp Handling

31 (GD)	AIRCRAFT DOCUMENTATION LATE INACCURATE, weight and balance, general declaration, pax manifest, etc.
32 (GL)	LOADING UNLOADING, bulky, special load, cabin load, lack of loading staff
33 (GE)	LOADING EQUIPMENT, lack of or breakdown, e.g. container pallet loader, lack of staff
34 (GS)	SERVICING EQUIPMENT, lack of or breakdown, lack of staff, e.g. steps
35 (GC)	AIRCRAFT CLEANING
36 (GF)	FUELLING DEFUELLING, fuel supplier
37 (GB)	CATERING, late delivery or loading
38 (GU)	ULD, lack of or serviceability
39 (GT)	TECHNICAL EQUIPMENT, lack of or breakdown, lack of staff, e.g. pushback

Technical and Aircraft Equipment

41 (TD)	AIRCRAFT DEFECTS.
42 (TM)	SCHEDULED MAINTENANCE, late release.
43 (TN)	NON-SCHEDULED MAINTENANCE, special checks and or additional works beyond normal maintenance schedule.
44 (TS)	SPARES AND MAINTENANCE EQUIPMENT, lack of or breakdown.
45 (TA)	AOG SPARES, to be carried to another station.
46 (TC)	AIRCRAFT CHANGE, for technical reasons.
47 (TL)	STAND-BY AIRCRAFT, lack of planned stand-by aircraft for technical reasons.
48 (TV)	SCHEDULED CABIN CONFIGURATION VERSION ADJUSTMENTS.

Damage to Aircraft & EDP Automated Equipment Failure

51 (DF)	DAMAGE DURING FLIGHT OPERATIONS, bird or lightning strike, turbulence, heavy or overweight landing, collision during taxiing
52 (DG)	DAMAGE DURING GROUND OPERATIONS, collisions (other than during taxiing), loading off-loading damage, contamination, towing, extreme weather conditions
55 (ED)	DEPARTURE CONTROL
56 (EC)	CARGO PREPARATION DOCUMENTATION
57 (EF)	FLIGHT PLANS
58 (EO)	OTHER AUTOMATED SYSTEM

Flight Operations and Crewing

61 (FP)	FLIGHT PLAN, late completion or change of, flight documentation
62 (FF)	OPERATIONAL REQUIREMENTS, fuel, load alteration
63 (FT)	LATE CREW BOARDING OR DEPARTURE PROCEDURES, other than connection and standby (flight deck or entire crew)
64 (FS)	FLIGHT DECK CREW SHORTAGE, sickness, awaiting standby, flight time limitations, crew meals, valid visa, health documents, etc.
65 (FR)	FLIGHT DECK CREW SPECIAL REQUEST, not within operational requirements
66 (FL)	LATE CABIN CREW BOARDING OR DEPARTURE PROCEDURES, other than connection and standby
67 (FC)	CABIN CREW SHORTAGE, sickness, awaiting standby, flight time limitations, crew meals, valid visa, health documents, etc.
68 (FA)	CABIN CREW ERROR OR SPECIAL REQUEST, not within operational requirements
69 (FB)	CAPTAIN REQUEST FOR SECURITY CHECK. extraordinary

Weather

71 (WO)	DEPARTURE STATION
72 (WT)	DESTINATION STATION
73 (WR)	EN ROUTE OR ALTERNATE
75 (WI)	DE-ICING OF AIRCRAFT, removal of ice and or snow, frost prevention excluding unserviceability of equipment
76 (WS)	REMOVAL OF SNOW, ICE, WATER AND SAND FROM AIRPORT
77 (WG)	GROUND HANDLING IMPAIRED BY ADVERSE WEATHER CONDITIONS

Air Traffic Flow Management Restrictions

81 (AT)	ATFM due to ATC EN-ROUTE DEMAND CAPACITY, standard demand capacity problems
82 (AX)	ATFM due to ATC STAFF EQUIPMENT EN-ROUTE, reduced capacity caused by industrial action or staff shortage, equipment failure, military exercise or extraordinary demand due to capacity reduction in neighbouring area
83 (AE)	ATFM due to RESTRICTION AT DESTINATION AIRPORT, airport and or runway closed due to obstruction, industrial action, staff shortage, political unrest, noise abatement, night curfew, special flights
84 (AW)	ATFM due to WEATHER AT DESTINATION

Airport and Government Authorities

85 (AS)	MANDATORY SECURITY
86 (AG)	IMMIGRATION, CUSTOMS, HEALTH
87 (AF)	AIRPORT FACILITIES, parking stands, ramp congestion, lighting, buildings, gate limitations, etc.
88 (AD)	RESTRICTIONS AT AIRPORT OF DESTINATION, airport and or runway closed due to obstruction, industrial action, staff shortage, political unrest, noise abatement, night curfew, special flights
89 (AM)	RESTRICTIONS AT AIRPORT OF DEPARTURE WITH OR WITHOUT ATFM RESTRICTIONS, including Air Traffic Services, start-up and pushback, airport and or runway closed due to obstruction or weather ¹ , industrial action, staff shortage, political unrest, noise abatement, night curfew, special flights

Reactionary

91 (RL)	LOAD CONNECTION, awaiting load from another flight
92 (RT)	THROUGH CHECK-IN ERROR, passenger and baggage
93 (RA)	AIRCRAFT ROTATION, late arrival of aircraft from another flight or previous sector
94 (RS)	CABIN CREW ROTATION, awaiting cabin crew from another flight
95 (RC)	CREW ROTATION, awaiting crew from another flight (flight deck or entire crew)
96 (RO)	OPERATIONS CONTROL, re-routing, diversion, consolidation, aircraft change for reasons other than technical

Miscellaneous

97 (MI)	INDUSTRIAL ACTION WITH OWN AIRLINE
98 (MO)	INDUSTRIAL ACTION OUTSIDE OWN AIRLINE, excluding ATS
99 (MX)	OTHER REASON, not matching any code above

SOURCE: IATA – Airport Handling Manual (730 & 731)