# 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.

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