LIST OF
KEY PERFORMANCE INDICATORS FOR AIRLINES

Safety

Flights Ops

Environ-mental

Financial

Safety

01 Fatality

02 Reportable Dangerous Occurrence

03 Reportable Occupational Illness / Disease

04 Reportable Serious Injury

05 Near Miss

06 First Aid Injury

Safety

07 Equipment Property Damage

08 Lost Time Injury

09 Medical Treatment Case

10 Restricted Workday Case

11 Number of Reported Issues

12 Bird Strike

Safety

13 Operational Delay

14 Cancelled Operation

15 Customer Complains

16 Percentage of Flights Delayed > 15 minutes

17 Average Minutes Delay

18 Percentage of Flights Delayed Due to Technical / Commercial Reasons

Flights Ops

01 Number of Flights

02 Number of PAX

03 Available Flying Time

04 Aircraft Utilization

05 Average Turnaround Time

06 Average Block Hours per Day

Flights Ops

07 Number Lost Baggage Incidents

08 Lost Time Injury

09 Medical Treatment Case

Environmental

01 Spills / Releases / Discharges to Land

02 Spills / Releases / Discharges to Water, including Groundwater

03 Releases / Discharges to Atmosphere

04 Vegetation Removal / Harm

05 Harm to Animal Species

06 Damage to Cultural Site

Environmental

07 Environmental Noise / Vibration

08 Other

Financial

01 Operating Margin

02 Revenues

03 Expenses

04 Revenue Per Available Seat