**Frequently asked questions (FAQ)**

**Content**

1. [Subscription](#subscription)
2. [Connectivity](#connectivity)
3. [Data (General)](#data)
4. [Air carrier traffic](#aircarriertraffic)
5. [Traffic by Flight Stage (TFS)](#TFS)
6. [Air carrier finances](#aircarrierfinances)
7. [Airport traffic](#airporttraffic)
8. [On-Flight Origin and Destination (OFOD)](#OFOD)
9. [Fleet and Personnel](#FleetandPersonnel)

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| **1. Subscription** |

**Q: What is the URL to access the ICAO*DATA*+?**

A: <https://stats.icao.int>

**Q: How can I subscribe to this product?**

A: You can either subscribe online or offline. Click on the Subscribe button on the ICAO*DATA*+ product homepage; or contact our Customer Service Unit at: **sales@icao.int**

**Q: What happens after I have paid my subscription?**

A: Once ICAO has received your payment you will receive via e-mail your user name and password.

**Q: How many people can access the website with my user name/password?**

A: The user name and password issued to you is for your own use and is your responsibility to you to ensure that other people do not make use of it.

**Q: My subscription is still valid but the login page says my password is no longer valid, what can I do?**

A: For security reasons passwords are only valid for 90 days. If your password has expired, on the login page click on the Change/Reset password button and follow the instructions. Please make sure you have access to the e-mail address you gave when you registered as through it you will be given a numerical a code to validate your identity. Please note that you cannot use any of the previous 10 passwords you may have used. *Suggestion:* *just delete or add a character from your current password such as an exclamation mark (!) or a full stop (.)*

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| **2.** **Connectivity** |

**Q: What browser can I use to connect to the ICAO*DATA*+?**

A: The online application can be accessed using MS Explorer (ver. 6 or higher); Firefox (ver. 6); Safari (ver.5), Google Chrome 12. The last three can be used for Windows or Macs.

**Q: Can I connect ICAO*DATA*+ using a mobile device?**

A: Most certainly, the **ICAO*DATA+*** can be accessed through Apple iPhone 3G, iPod Touch, iPad (3G or Wi-Fi), BlackBerry (3G or Wi-Fi), Android or any other Java mobile device.

**Q. Do I need to download a plug-in?**

A: No, just open your browser and enter the URL for the website.

**Q: After I login the system a) nothing seems to happen b) it seems to take a long time before it shows the Home page.**

A: After completing the login, a blank page should appear with the word “loading” on the upper right hand corner. The Home page will appear after about 15 seconds. This is because the server is downloading the whole database into the memory of your computer to reduce the delay between queries.

**Q: What is the best configuration for my workstation to take full advantage of this new tool?**

A: To use **ICAO*DATA+,*** the optimal workstation configuration is:

Operating System: 64-bit (x64)

Processor: Intel Core 2 Duo or higher

Memory: Minimum 2 GB depending on the data volume

Disk space: None

**Q: I was logged in working with the application when my session was terminated.**

A: For security reasons, there is a maximum inactive session timeout of 30 minutes. Hence if you are logged in but do not use **ICAO*DATA***+ for 30 minutes it will automatically terminate the session.

**Q: I was not able to download or print any data. Why?**

A: You were probably given free access on a short term trial basis. Under these conditions, the download and print capabilities are disabled.

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| **3. Data (general)** |

**Q: Where do the data in ICAODATA+ originate from?**

A: The statistical data collected by ICAO are reported by the national civil aviation administrations of its Member States. They in turn obtain them from the relevant national entities (air carriers, airports and air navigation service providers).

**Q: Are all the data collected by ICAO for their Statistics Programme publically available?**

A: Yes. The only publication restriction which exits relates to the On-flight Origin and Destination (OFOD) data. They can be released only 6 months after the end of the reporting period.

**Q: How often are the data in ICAODATA+ refreshed?**

A: ICAO received reporting forms almost on a daily basis; however the data which are shown are refreshed once a week.

**Q: What periods are covered by the data in the various modules in ICAODATA+?**

A: The table below shows the first year for which data are available in each module as well as their periodicity.

**Q: When I compare the overall annual totals for the individual data series I get some strange percentage changes; what is wrong?**

A: Except for the air carrier traffic and financial data which contain the annual estimates by region and the World, all the other data shown in ICAODATA+ are as reported by States. Unfortunately, the reports which ICAO receives each year from its Members may differ in the number of air carriers/airports submitted as well as the time periods covered. Hence the overall annual totals shown on the screen may contain data for different entities and periods. The only way to compare like with like is by ensuring through the selection process that all the time periods requested cover the same group of entities. However, depending on the data series concerned some apparently anomalous changes may occur if during the time periods concerned some air carriers ceased operations or new carriers entered the market.

**Q: What is the difference between a country and a territory?**

A: Generally a territory is a land mass which is part of or is administered by a country. In ICAO when data are shown by Country they include data for any entity in a territory administered by that country. When data are shown by Region data for territories are assigned to their region which is usually different from that of the administering country. For example, Guadalupe and Martinique are overseas territories of France. When data are shown by Country for France these will include any data for entities based in Martinique and Guadalupe. However when data are presented by Region the data of any entity based in Guadalupe and Martinique will be shown under Latin America/Caribbean, whereas those based in the mainland will appear under Europe.

**Q: I cannot find any civil aviation data for Taiwan, published by ICAO. Why?**

A: The United Nations identifies Taiwan as a Province of China. As such ICAO cannot approach the civil aviation administration in Taiwan to request submissions with their civil aviation data.

**Q: Where could I find an explanation of the data terms used in the modules?**

A: Copies of the ICAO Reporting Forms with their related instructions and definitions in the six ICAO languages (Arabic, Chinese, English, French, Russian and Spanish) can be obtained from:

http://www.icao.int/sustainability/Pages/eap-sta-excel.aspx

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| **4.** **Air carrier traffic** |

**Q: When I compare the overall annual totals for the individual data series I get some strange percentage changes; what is wrong?**

A: see the answer in 3. Data (general)

**Q: Are the data published by ICAO and IATA comparable?**

A: Yes since both Organizations used the same definitions for their statistical terms. However the data values may differ as it depends if they include subsidiaries of the main air carrier or not.

**Q: For LAN Airlines the figures reported by IATA are much larger than those shown by ICAO; why?**

A: The IATA figures refer to the LAN Airlines Group, whereas in ICAO each member of the Group which is registered in a different State reports the data separately. This situation may also arise for air carrier subsidiaries registered in the same country.

**Q: Why the data published in their magazine by XYZ is not comparable with the data reported by ICAO?**

A: Magazines do not generally define the terms or the scope of the data they publish. Therefore is often impossible to know if their data are comparable with those published by ICAO or IATA, they are quoted as being the source.

**Q: How are ‘passengers carried’ in each country determined? For example, Ireland shows lots of passengers on scheduled flights, is that because Irish inhabitants fly very frequently? Or there are many visitors to that country?**

A: When ICAO publishes air carrier data by country, the data represents the worldwide traffic carried by the air carriers based in that country regardless of the origin or destination of the traffic concerned. Ireland shows a lot of passengers carried because Ryanair, a major European air carrier, is located in that country.

**Q: When I look at the website of the civil aviation authority they show 120 million passengers carried on scheduled flights. For the same year the ICAO database shows 100 million passengers. How can the figures be so different?**

A: The civil aviation authority site is likely to have the traffic for **all** months for **all** the air carriers concerned, whereas as ICAO may have some air carriers or months missing. This can be verified by looking at the data available in the website under the Reported data tab (first screen in the air carrier traffic module). Estimated country totals which include data for reporting and non-reporting air carriers are found by clicking on the **Total traffic** button on the top right hand corner of the screen.

**Q: I tried to do query covering a number of years and the computer appeared to freeze.**

A: When setting up a query you need to do it in such a way as to reduce the amount of data it tries to retrieve. For example, it is better to identify the carrier(s) first and then the time period. Otherwise it will attempt to download ALL the carriers in the database for the requested time period.

**Q: In the air carrier traffic module the data appear to be split into three main headings Passengers, Payload and Operational Data. How can I see all of these data together?**

A: Double clicking on the **Summary** button will generate an Excel spread sheet which includes all the data reported for the selection made.

**Q: In the air carrier traffic module under Payload I can see the Freight tonnes carried, but not the Freight tonne-kilometres performed?**

A: The breakdown of the total tonne-kilometres performed in its components appears in the column to its left which has the symbol . This enables the user to rotate the column to see the various data components shown in that column.

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| **4. Traffic by Flight Stage (TFS)** |

**Q: When I compare the overall annual totals for the individual data series I get some strange percentage changes; what is wrong?**

A: see the answer in 3. Data (general)

**Q: What is the difference between OFOD and TFS? They seem to show the similar data.**

A: A flight itinerary (identified by a flight number) may have one or more flight stages. OFOD shows the traffic carried between its point of embarkation and disembarkation for that flight itinerary. TFS shows the traffic on-board an aircraft during each flight stage of that itinerary regardless of where that traffic may have joined or left that flight.

**Q: I cannot find traffic to/from Luton airport**

A: In OFOD and TFS the traffic is by city-pairs, not airport-pairs. Some cities may have multiple airports serving their metropolitan area. For example, traffic for Luton airport is included in the figures for London (LON). In their Location Identifiers IATA defines the airports which are part of the same metropolitan area.

**Q: How do you calculate the distance between city-pairs when there is more than one airport serving one of them?**

A: In the case of a metropolitan area, the coordinates used are those of the principal international airport in that area; e.g. for London (LON) the principal airport is Heathrow.

**Q: Which aircraft does the code MISC refer to?**

A: This code will appear mainly with older data when reporting carriers were able to use the code MISC (miscellaneous) to identify that several different aircraft types were used to carry the traffic between a city-pair as at that time they were not required to report the traffic for each aircraft used. This last requirement was only introduced in 2001 with the implementation of a new data base system at ICAO.

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| **5. Air carrier finances** |

**Q: I am unable to reconcile the data in the financial module with those published in the Annual Report by the same air carrier.**

A: The data in the financial module have been modified so that the individual revenue and cost items are directly related to the traffic carried and capacity offered by the aircraft operated by the reporting carrier. The financial data in the Annual Report may include figures for other commercial activities carried out by the carrier concerned.

**Q: The traffic and capacity data in the traffic module for carrier YY is different from the one shown in the financial module**

A: The traffic and capacity data published in the financial module for a particular carrier are those which relate directly to the operating revenues and expenses shown. These may include data for subsidiaries which in the traffic module are shown separately.

**Q: What exchange rate is applied to the financial data in local currency to convert it into US dollars?**

A: Either a) the exchange rate indicated by the reporting entity in its data submission or, in its absence, b) the average exchange rate for the fiscal year concerned based on the applicable average monthly rate. However, since the ICAO database system is capable of handling daily exchange rate changes, the 12-month average is based on 365 (or 366) days rather than 12 months.

**Q: At the beginning of major revenue or cost items, the <not specified> label is shown. What does it mean?**

A: In the financial module some revenue and cost main accounts are broken down into two or more sub-accounts (e.g Item 1.0 Operating revenues - Scheduled services). Qlikview then calculates the total for each main account by adding the relevant the sub-account figures. However, some air carriers only report the total figure. In this case one has to be able to enter that single amount at a sub-account level so that the Total shows the correct value. Consequently, the <not specified item> label is used under these particular circumstances to identify the reported total figure for that main account.

**Q: Why are the regional traffic and capacity figures different in the financial module compared with those in the traffic module?**

A: The regional traffic and capacity figures in the financial module reflect the system wide operations of air carriers in a region, i.e. they include the non-scheduled flights of scheduled airlines, whereas in the traffic module, the figures only show the scheduled operation of those air carriers.

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| **6. Airport traffic** |

**Q: When I compare the overall annual totals for the individual data series I get some strange percentage changes; what is wrong?**

A: see the answer in 3. Data (general)

**Q: ACI says that last year airports processed 4 billion passengers and ICAO says that during that period air carriers carried 2 billion passengers. Why the discrepancy?**

A: They are both saying the same thing. Airports count passengers when they embark AND disembark. Air carriers count passengers on-board, i.e. embarked.

**Q: I cannot find traffic data for some of the airports in country Y.**

A: States need only report traffic data for their main international airports. In 2012 this requirement was extended to include major airports with a large domestic traffic component.

**Q: What is a direct transit passenger?**

A: It is a passenger which arrives and departs that airport point under a single air ticket on the same or different aircraft identified by the same airline designator and flight number. Direct transit traffic is counted only once. Passengers who change air carriers or flight numbers are said to be transfer passengers and are treated as other passengers disembarking and embarking at that airport.

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| **7. On-flight Origin and Destination - (OFOD)** |

**Q: What is the difference between OFOD and TFS? They seem to show the similar data.**

A: A flight itinerary (identified by a flight number) may have one or more flight stages. OFOD shows the traffic carried between its point of embarkation and disembarkation for that flight itinerary. TFS shows the traffic on-board an aircraft during each flight stage of that itinerary regardless of where that traffic may have joined or left that flight.

**Q: I noticed a large increase/decrease in the traffic for a particular city-pair; how can it be?**

A: Check if the number of carriers reporting data for that city-pair has changed between the two periods. This could be a reporting issue but may also occur due to a change in the services offered.

**Q: I cannot find traffic to/from Luton airport**

A: In OFOD and TFS the traffic is by city-pairs, not airport-pairs. Some cities may have multiple airports serving their metropolitan area. Traffic for Luton is included in the London (LON) metropolitan area. In their Location Identifiers IATA defines the airports which are part of the same metropolitan area.

**Q: What are the Freedoms of the Air?**

A: The Freedoms of the Air are a set of commercial aviation rights granting a country's airlines to overfly another country’s airspace and to land for a technical stop as well as the privilege pick-up and discharge traffic in another country's territory. Figure 1 shows in graphical forms the current Nine [Freedoms of the Air](#freedoms).

**Q: What is cabotage?**

A: Cabotage is the transport of passengers or freight between two points in the same country by an aircraft registered in another country. See 8th and 9th Freedoms of the Air.



**Figure 1:** **Freedoms of the Air**

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| **8. Fleet and Personnel** |

**Q: How is the average aircraft daily utilization calculated?**

A: It is obtained by dividing the number of hours flown by the corresponding number of days that aircraft type is available for service during the reporting period.

**Q: What costs elements are included under the remuneration figures shown in the personnel data series?**

A: The remuneration figures cover the total annual air carrier expenditures for the salaries and allowances of their employees, such as the gross salary (before deduction of income tax, pension, social welfare and voluntary payments), overtime pay, flying pay, and subsistence allowances (such as cost-of-living, station and overseas allowances). They do not cover expenses for travelling, moving, training, uniforms, etc..

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